

Company DescriptionCompass Government Solutions, LLC is a Woman-Owned Small Business dedicated to their True North, which are their principles and goals. These principles are used every day to govern them through their work and relationships when supporting their client with measurable outcomes. To accomplish their mission critical objectives, the leadership team at CGS brings over 50 years of collective executive experience providing full-service Health and Wellness services, Administrative Support Services, Research and Program Management and pilot program execution to federal government agencies nationwide and OCONUS. Our services support the Military Service Member, the Veteran and federal personnel support of health concerns, returning to duty, to their families and their communities and bettering short and long-term outcomes, through integrated healthcare and research.

Job DescriptionCompass Government Solutions LLC is looking for Medical Support Assistants to provide services for the Eastern Colorado Health Care System (ECHCS) Eastern Colorado Locations. In preparation to bid on this contract, we are seeking qualified candidates willing to be included in our proposal as interested and skilled individuals.

The Medical Support Assistant (MSA) will provide administrative support and appointment scheduling services within the Eastern Colorado Health Care System (ECHCS). The MSA will play a crucial role in ensuring efficient patient scheduling, assisting healthcare providers, and coordinating community care referrals. This position requires excellent communication skills, attention to detail, and proficiency in medical administrative processes.

Hours: Mon-FRI 7:00 AM - 6:00 PM

Job Locations The position may be based at any of the following ECHCS locations:

- Rocky Mountain Regional VA Medical Center' 1700 N. Wheeling Street, Aurora, CO
- Office of Community Care' 4100 E Mississippi Ave, Glendale, CO 80246
- PFC Floyd K. Lindstrom VA Clinic' 3141 Centennial Blvd, Colorado Springs, CO 80907
- Union Boulevard VA Clinic' 3920 North Union Blvd, Colorado Springs, CO 80907
- PFC James Dunn VA Clinic' 4776 Eagleridge Circle, Pueblo, CO 81008
- Lt. Col. John W. Mosley VA Clinic' 21825 E. Quincy Avenue, Aurora, CO 80018
- Jewell VA Clinic' 1400 E. Jewell Avenue, Aurora, CO 80012
- Golden Outpatient Clinic' 1020 Johnson Road, Golden, CO 80401
- Castle Rock Outpatient Clinic' 3753 Dacoro Lane, Castle Rock, CO 80109
- Alamosa/San Luis Valley Clinic'

622 Del Sol Drive, Alamosa, CO 81101La Junta Outpatient Clinic' 1100 Carson Ave, Suite 104, La Junta, CO 81050Lamar Outpatient Clinic' 1401 South Main St, Suite 2, Lamar, CO 81052Remote Work' Some contractor personnel may work100% remotelyin anon-VA-owned space, which may bewithin or outsidethe commuting area of the agency. Job RequirementsServe as theprimary scheduler and receptionistfor patient appointments in accordance withVHA Directive 1230. Performfront desk duties, which may vary based on clinic needs. Collaborate with theLead Schedulerand scheduling team to maintainaccurate patient scheduling. Ensure allpatient communicationis timely and professional. Authorize and coordinateVeteran care with community providerswhen services are unavailable within the VA system. Maintain communication withinternal medical providersregarding VA Community Care processes and regulations. Identify and reportissues with automated scheduling systems. Validate andupdate patient demographic informationwithin VA systems. Integrate received health records intoComputerized Patient Record System (CPRS)andVeterans Health Information Systems and Technology Architecture (VistA). Processcommunity care consultsviaHealthShare Referral Manager (HSRM)andProvider Profile Management System (PPMS). Manage incomingphone calls and patient inquiriesin a professional manner. UseMicrosoft Office Suite(Excel, Word, Outlook, Teams) for administrative tasks. Performpre- and post-appointment tracking, scheduling, and follow-ups. Deliverexcellent customer serviceto patients, families, VA staff, contractors, and medical personnel. Performother duties as assignedby the supervisor or designated lead. QualificationsU.S. Residentwith the legal right to work. High School Diploma or GED equivalentrequired. Proficiency in English (oral & written). Basic computer skillswith experience in Microsoft Office Suite. Ability totype at least 50 words per minute (WPM). No physical or health restrictions that interfere with job performance. Knowledge of basic medical terminology. Minimum6 months of customer service experience. Administrative And Training RequirementsPersonnel qualifications will be reviewed byECHCS Chief of Health Administration Servicesand/orChief of Office of Community Care. Completeannual mandatory training, including security policies, privacy regulations, and VA-specific directives. Comply withVA

Directive 6504and data privacy policies. CompleteCompliance and Business Integrity Training & Educationfor contract employees. Additional InformationSome of the benefits offered to our full-time employees include:Competitive SalaryAccrued paid time offPaid Federal HolidaysHealth and Wellness benefit to help cover medical costsDental and Vision Plans401k PlanEOE AA M/F/Vet/Disability