



# Medical Assistant Apprenticeship

**NO EXPERIENCE REQUIRED!**

## Job Features

- Direct patient care
- Full Benefits
- Rewarding work
- Continuing education

## Program Features

- Dedicated support throughout classroom learning phase
- Starting wage: \$16.50/hr
- Scheduled wage increases at:
  - 10 weeks
  - 6 months
  - 12 months
- Clinical Medical Assistant Certification included
- Program valued at ≈ \$15,000

**Paid apprenticeship, with free training and guaranteed employment!**

**Apply Now**

**[iaahitec.org/comedical-assistant](http://iaahitec.org/comedical-assistant)**

**\$6000 SIGN ON BONUS**

Paid upon successful completion of classroom training with 2-year commitment

**Questions? Call or Email**

802-497-0660

[katy.morley@vthitec.org](mailto:katy.morley@vthitec.org)



Welcome Potential Applicant!

Are you searching for meaningful work, but lack the time, money for education, or experience to progress in a career? If so, we invite you to learn more about an exciting opportunity called the **Optum Medical Assistant Apprenticeship Program**, a collaborative effort involving the *US Department of Labor*, the *Institute for American Apprenticeships* (a not-for-profit education center) and *Optum*, a member of the *UnitedHealth Group* family.

Currently, we are accepting applications for the latest healthcare program. The program offers immediate employment, ten weeks of paid training at no cost, and an apprenticeship as a **Medical Assistant** with *Optum*. There are up to fifteen full-time positions in Colorado Springs being offered this session.

This program is a highly successful model that provides:

- *Career training, mentoring, and guaranteed employment opportunities with Optum*
- *Superior quality education and professional development*
- *Student-centered learning in small cohorts of up to 15 participants*
- *Accelerated “boot camp” style format, just 10 weeks of training*

### **Job Opportunities and Program Overview**

The classroom session of the apprenticeship program features:



**Immediate full-time employment with Optum**



**Comprehensive benefits package**



**Starting wage of \$16.50 per hour and performance-based increases**



**Ten (10) weeks of intense coursework and hands-on instruction in a classroom and online environment**



**Attendance requirements of Monday through Friday from 7:30 AM to 4:00 PM**



**Significant homework each night and on weekends**



**24/7 support from program instructors and mentors**



**Structured preparation for the Certified Clinical Medical Assistant (CCMA) examination**



**Graduates will receive a certificate of completion from UnitedHealth Group and the Institute for American Apprenticeships (IAA)**

### **Program Costs & Tuition**



**No direct costs associated with the Optum Medical Assistant Apprenticeship Program**



**Students are provided with necessary materials to participate, including textbooks and laptop computers**

### **Academic Requirements**



**Candidates must have a high school diploma or a GED to be eligible for the program**

## **Application and Selection Process**

Selected participants will enroll on July 10, 2023 and begin the program on July 31, 2023.

1. *All interested applicants must apply Online and follow instructions to submit their resume by **June 21, 2023**.*
2. *Candidates must also attend an in-person Information Session on **June 22, 2023**. The Information Session will provide you with detailed information about participation in the program. Attendance at this two-hour event is mandatory for those interested in participating. The location is to be determined, and applicants will be updated prior to the event.*
3. *All candidates who are interested in moving forward with the selection process will be invited to take several basic online aptitude assessments. These assessments will take approximately 2 hours, and the link will be sent out following confirmation of attendance at Information Session. The assessments must be completed by **June 25, 2023, at 9 PM MST**.*
4. *Based on completed application, resume, attendance at the Information Session, and completed aptitude assessments, a group of applicants will be invited back for a first round of virtual interviews with the Institute for American Apprenticeships on **June 27, 28, 29 or 30, 2023**. The first-round interviews last approximately 40 minutes.*
5. *Based on results of first-round interviews, application, resume, and aptitude assessment scores, a select number of applicants will be invited back for a second (final) round of interviews with the sponsoring employer, Optum, on **July 5-7, 2023**.*

Final selections are based on a candidate's overall desire and potential for success in the program. Selected candidates will be notified by **July 7, 2023**. The first day of class, employment, and the apprenticeship will be **July 31, 2023**.

If you are interested in pursuing this opportunity, you must fill out an online application at [www.iaahitec.org/medical-assistant](http://www.iaahitec.org/medical-assistant) to receive instructions on attending the mandatory orientation session. **Remember, the deadline for applying is June 21.** Thank you for considering the *Optum* Medical Assistant Apprenticeship Program. We are pleased to provide Colorado residents with the opportunity to obtain exciting careers in healthcare, and we wish you the very best of luck in the selection process.

Katy Morley  
Principal Project Leader & Mentor  
Institute for American Apprenticeships

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\*Only candidates selected to move forward will receive calls to schedule a first-round interview. Be sure to be by your phone! Missed calls may disqualify you from participating in the selection process. 6



### Description - External

Combine two of the fastest-growing fields on the planet with a culture of performance, collaboration, and opportunity and this is what you get. Leading edge technology in an industry that's improving the lives of millions. Here, innovation isn't about another gadget, it's about making healthcare available wherever and whenever people need it, safely and reliably. There's no room for error. Join us and start doing **your life's best work**.

The **Medical Assistant** (MA) is responsible for performing patient-oriented procedures under the direction and supervision of a clinician, RN, or LVN to ensure safe and appropriate patient care. The MA assists the clinician with minor medical and surgical procedures; performs a broad spectrum of clerical and administrative duties related to the delivery of patient care assistance.

### Primary Responsibilities:

- Consistently exhibit behavior and communication skills that demonstrate the company's commitment to superior customer service, including quality care and concern with internal and external customers
- Use, protect, and disclose patients' protected health information (PHI) only in accordance with Health Insurance Portability and Accountability Act (HIPAA) standards
- Anticipate the clinician's needs and carry out orders
- Check for patients' arrival status and escort patients from waiting area to exam rooms; escort patients to ancillary services as needed
- Obtain, record, and report vital signs and other pertinent patient information to RN, LVN, or clinician
- Perform various medical procedures and medication administration as appropriate for their certification
- Perform phlebotomy, process lab specimens, and maintain lab specimen logs as appropriate
- Assist clinician with procedures as requested
- Ensure proper documentation of all procedures
- Maintain and clean exam and treatment areas, specimen processing areas, and medical equipment
- Complete or assist with the completion of appropriate forms, tracking, transport, etc.

You'll be rewarded and recognized for your performance in an environment that will challenge you and give you clear direction on what it takes to succeed in your role as well as provide development for other roles you may be interested in.

## Qualifications - External

### Required Qualifications:

- High school diploma or GED
- Ability to complete Medical Assistant Apprenticeship program and certification
- BLS certification or willing to obtain within 30 days of hire
- Access to reliable transportation that will enable you to travel to client or patient sites within a designated area
- Full COVID-19 vaccination is an essential requirement of this role. Candidates located in states that mandate COVID-19 booster doses must also comply with those state requirements.

UnitedHealth Group will adhere to all federal, state and local regulations as well as all client requirements and will obtain necessary proof of vaccination, and boosters when applicable, prior to employment to ensure compliance.

*To protect the health and safety of our workforce, patients and communities we serve, UnitedHealth Group and its affiliate companies require all employees to disclose COVID-19 vaccination status prior to beginning employment. In addition, some roles and locations require full COVID-19 vaccination, including boosters, as an essential job function. UnitedHealth Group adheres to all federal, state and local COVID-19 vaccination regulations as well as all client COVID-19 vaccination requirements and will obtain the necessary information from candidates prior to employment to ensure compliance. Candidates must be able to perform all essential job functions with or without reasonable accommodation. Failure to meet the vaccination requirement may result in rescission of an employment offer or termination of employment.*

**Careers with Optum.** Here's the idea. We built an entire organization around one giant objective: make healthcare work better for everyone. So when it comes to how we use the world's large accumulation of health-related information, or guide health and lifestyle choices or manage pharmacy benefits for millions, our first goal is to leap beyond the status quo and uncover new ways to serve. Optum, part of the UnitedHealth Group family of businesses, brings together some of the greatest minds and most advanced ideas on where healthcare has to go in order to reach its fullest potential. For you, that means working on high performance teams against sophisticated challenges that matter. Optum, incredible ideas in one incredible company and a singular opportunity to do **your life's best work**.

**Colorado Residents Only:** The hourly range for Colorado residents is \$16.00 to \$23.51. Pay is based on several factors including but not limited to education, work experience, certifications, etc. In addition to your salary, UnitedHealth Group offers benefits such as a comprehensive benefits package, incentive and recognition programs, equity stock purchase and 401k contribution (all benefits are subject to eligibility requirements). No matter where or when you begin a career with UnitedHealth Group, you'll find a far-reaching choice of benefits and incentives.

*Diversity creates a healthier atmosphere: UnitedHealth Group is an Equal Employment Opportunity/Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law.*

*UnitedHealth Group is a drug-free workplace. Candidates are required to pass a drug test before beginning employment.*



## Apprenticeship Overview

Medical Assistants perform a variety of duties involving clinical and administrative patient care while adhering to scope of practice, standard operating procedures, Practice Health and Safety (PH&S) Guidelines, and in accordance with Care Delivery Organization (CDO) Policy. They provide care to pediatric, adult, and geriatric patients and assist in the examination and treatment of patients by taking and recording vital signs such as blood pressures, temperatures, height, weight, etc. Medical Assistants assist physicians, providers, and members of the care team with lab tests, point of care tests, screening, and preparing treatment rooms. They perform a variety of clerical functions to support office functions and perform related duties to facilitate the efficient utilization of computer-based information. Medical Assistants support the overall patient experience as provided by the entire care team.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within 1 1/2 years of On-The-Job training.

To complete the apprenticeship, the apprentice must:  
Obtain the Certified Clinical Medical Assistant (CCMA) certification within the first 6 months through the National Health Career Association (NHA)

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner's products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

### Work Process Competencies

Item	Medical Assistant Work Process
1	CLERICAL DUTIES: understands and follows all clerical duties; responds effectively to incoming patient calls and communicates pertinent information to physicians, providers, and members of the care team to provide for continuity and optimal care; schedules tests, treatments, and follow-up visits on behalf of patients; performs routine callbacks; supports the front office team as needed; participates in written and verbal communications with patients; ensures required referrals and prior authorization are in place for patient visit; applies Lean principles to inventory, equipment, supplies, and forms
2	ADMINISTRATIVE PROCEDURES: understands and follows all administrative procedures; organizes exam and treatment rooms; ensures exam rooms are stocked and items are not expired; assists Clinic Manager with the ordering and receiving of medical supplies and medications as needed; understands proper function and care of special equipment; performs routine maintenance and calibration of administrative and clinical equipment according to OSHA standards; verifies patient medications and performs medication review; uses standing orders to complete medication renewals and refills as appropriate according to policy; logs into telehealth appointments and practices virtual rooming and video use appropriately
3	CLINICAL PROCEDURES: understands and follows all clinical procedures; monitors and maintains patient flow, assists in the management of patient flow and access; prepares patient schedules and patient medical records and uses clinic-indicated forms to prepare in advance for future visits; establishes a reason for the patient visit and prepares patient accordingly; anticipates Point of Care Testing (POCT); huddles with physician, provider and care team daily and as needed for optimum patient care; disinfects exam rooms per Optum standards; performs a variety of clinical functions such as measuring temperature, pulse rates, blood pressure, orthostatic vitals, height, weight, pediatric lengths, head circumference, pulse oximetry, etc.; assists the provider with the examination, procedures, and treatments; understands and implements provider orders (injections, vaccines, and immunizations, prescription refills, diagnostic tests, referrals, medication administration, etc.); confirms order is complete prior to proceeding; performs clinic-based procedures as ordered; applies Lean principles to clinical procedures; performs phlebotomy and processes specimens; performs point-of-care procedures/testing

4	<b>BASIC LABORATORY:</b> understands and follows all basic laboratory procedures; collects and transports specimens to the laboratory; performs a variety of point of care testing functions and quality control such as urinalysis, rapid strep, blood glucose, urine pregnancy, etc.; explains and provides instructions to the patient for laboratory/x-ray and special procedures; maintains laboratory logs
5	<b>SAFETY:</b> understands and follows all safety procedures; performs routine hand washing; practices standard infection control precautions and follows Optum, OSHA, and local standards for personal protective equipment (PPE) usage; performs sterilization techniques; disposes of waste materials; maintains patient confidentiality at all times; abides by all Health Insurance Portability and Accountability Act (HIPAA) and Occupational Safety and Health Administration (OSHA) requirements; utilizes patient care equipment appropriately and safely; incorporates the proper requirements in operating department specific equipment to provide safe patient care; complies with health and safety requirements and with regulatory agencies such as the Department of Public Health; identifies and responds to emergency situations and notifies leadership or appointed team lead; reports all errors, injuries, incidents, and near misses using the incident reporting platform.
6	<b>PATIENT COMMUNICATION AND DOCUMENTATION:</b> understands and follows all patient communication and documentation procedures; records medical history, vital statistics, and patient care documentation in the medical record accurately in real-time; organizes and maintains medical records; manages task buckets; appropriately communicates lab results, physician or provider orders, and medication instructions to patients; informs new and existing patients/families about how to access information about their health care team using the patient portal; serves as patient advocate/liason by answering questions related to care and treatment, as appropriate, and reporting concerns to the provider; provides patient education and self-management support; involves the individual patient and caregiver, as appropriate, in decision making; addresses the total patient, inclusive of medical, psychosocial, behavioral, cultural, and spiritual needs; uses C-I-CARE and other patient experience best practices during all patient and visitor interactions (virtual and in-person); informs patient of testing and potential cost-share; provides basic patient instruction under the direction of provider or licensed staff member

## Behavioral Competencies Apprenticeship Standards

**An evaluation will be performed at least every six months -- with issues being communicated immediately.**

Rating System	Description	Points
Exceeds Expectations	This rating acknowledges the following achievements: work performance that far exceeded expectations in all areas of responsibility, and an exceptional or unique contribution in support of business objectives.	5
Meets Expectations	This rating reflects work performance that consistently exceeds expectations. At this level, the employee demonstrates very high-level performance in all areas of responsibility.	4
Meets Expectations	This rating is given for solid performance that consistently fulfills expectations and at times may exceed expectations. Most employees will fall in this category.	3
Needs Improvement	Only marginally meeting business goals and marginally demonstrating organizational Values	2
Needs Improvement	Not meeting business goal expectations or only marginally demonstrating organizational Values	1

**Apprentices need to receive at least a "3" ranking in each category, by each of their six-month reviews during the apprenticeship in order to be considered for any merit increases or to have successfully completed the apprenticeship.**

Item #	Behavioral Competencies	Ranking					
		NA	5	4	3	2	1
1	Volunteers for and seeks out opportunities to learn and grow						
2	Maintains a positive attitude						
3	Demonstrates mindset of career-long continuous learning, improvement, and growth						
4	Focuses during independent work						
5	Maintains an acceptable attendance record						
6	Reports to work on time						
7	Follows instructions/directions						
8	Works under supervision						
9	Accepts constructive feedback and criticism						
10	Demonstrates UHG values of integrity, compassion, relationships, innovation, and performance						
11	Follows safety rules						
12	Takes care of equipment and workplace						
13	Keeps work area neat and clean						
14	Focuses on team discussions/meetings						
15	Participates in team discussions/meetings						
16	Demonstrates effective group presentation skills						
17	Demonstrates effective one-on-one communication skills						
18	Checks to see if message was successful						
19	Completes assigned tasks on time						
20	Adheres to work policies/rules/regulations						
21	Demonstrates openness to new ideas and change						
22	Understands right person, group, or audience to influence						
23	Deals with ambiguity by exploring, asking questions etc.						
24	Explores possible solutions collaboratively						
25	Knows when to ask for help						
26	Cooperates with and assists co-workers						
27	Uses multiple coping strategies to deal with adversity						
28	Maintains calm and focus under pressure						
29	Uses appropriate language						
30	Complies with dress, grooming, and hygiene standards and policies						
31	Demonstrates respect for consumers, co-workers, & supervisors						
32	Demonstrates Optum's 5 tenets of patient experience: know me, trusted, compassionate, warm and welcoming, simple						
33	Generates and selects the best course of action in solving problems						
34	Demonstrates willingness to test new ideas						
35	Shows willingness to take on challenges to increase capabilities and make a larger contribution						
36	Requests and performs work assignments without prompting						
37	Meets work standards						
38	Matches humor to setting and people						
39	Keeps distractions to a minimum						

## Tips for Success

- 01 Plan Ahead**
  - Childcare
  - Transportation
  - Contingency Plan
- 02 Take Care of Yourself**
  - Rest
  - Food
  - Medical
- 03 Create an Action Plan**
  - Appointments
  - New routines & habits
- 04 Support**
  - Family
  - Friends
  - Your Project Leader & Instructor



**We are often asked how best to prepare for the education/classroom portion of the apprenticeship. To assist, we have compiled a list of suggestions below.**

- **Create a strong support system** – During these ten weeks, most of your time will be committed to class time and homework, leaving less time for other duties such as childcare, housework, meal preparation and errands. We encourage you to talk to your family and friends about your new investment and seek help in fulfilling your outside responsibilities wherever possible.
- **Have a plan for childcare** – You will be in the classroom from 7:30am to 4:00pm, Monday through Friday. Because of this, you may not be able to drop your child off at school or pick them up from school. This means you will also be unable to watch them during the day. To ensure that your child has the care they need, arrange childcare plans well in advance of the first day of class.
- **Have a contingency plan for transportation** – Attendance is a crucial factor in ensuring your success in both the educational and apprenticeship portion of the program. It is a good idea to have a plan for backup transportation in the event that your primary transportation is not available. We recommend identifying a friend, family member, or fellow classmate who lives on your route and would be willing to give you a lift when needed.
- **Time Commitment** – When deciding whether this apprenticeship is the program for you, you will need to seriously consider the time commitment that this program requires. You will be in the classroom from 7:30am to 4:00pm, Monday through Friday, and you will have at least four hours of homework each night and on the weekends. While this is only for a certain amount of time, this rapid-paced program could mean that you spend less time with your family and friends.

- **Vaccinations** – It is possible that your employer will require you to be fully vaccinated against COVID-19 and/or require other vaccinations. If you are not fully vaccinated according to your employer's policies, make sure that you become fully vaccinated before the first day of class. If you are not fully vaccinated by the first day of class, your employment offer may be rescinded or you may have a delayed start date, which will make you behind compared to the rest of your class.
- **Avoid scheduling appointments during class time** – The fast pace of the class can make even one excused absence a significant setback in your learning. Annual health exams and other non-urgent appointments are best scheduled outside of class time. If you **MUST** take care of a responsibility during the day, please discuss it with your project leader or instructor immediately; while absences from class can be detrimental, it is important that your personal obligations are fulfilled as best possible before starting your employment. Your attendance during the first 90 days of employment will be critical.
- **Plan balanced meals for yourself** – The brain burns calories when exercised, just like your body! Your mind will be significantly challenged throughout these ten weeks and will require plenty of energy. During times of stress and a hectic schedule, it can be easy to skip meals or make less-nutritious choices. However, drinking plenty of fluids and planning for balanced, healthy, and substantial meals can really make a difference and will ensure that you are adequately fueling yourself for success.
- **Make time for sleep** – Finding time to get the proper amount of sleep can be a huge challenge to you as a student in this program! However, your mind needs rest in order to process the information you have learned and prepare itself for another day of new information. Inadequate amounts of sleep can easily lead to struggles in the classroom.
- **Use your resources** – Selected candidates will be armed with contact information for individuals managing your class program including your mentor, instructor, and project leader. These individuals are committed to ensuring your success; take advantage of our supporting staff for any academic or personal struggles.
- **Develop professional cell phone habits** – Cell phone use will be highly limited during the ten weeks of class **and** the apprenticeship and job following graduation. Personal cell phone use, including Facebook, Snapchat, personal email, and instant messaging/texting, can pose a significant distraction during class and work. In addition, it can potentially lead to confidentiality violations. Begin practicing limiting your cell phone use during the day, as that can be a challenging habit for many to break.
- **Review prescription refills** – Review any medications you take regularly, and ensure you have refills available through the duration of the program and the early months of the apprenticeship. If you are running low on refills, contact your healthcare provider to obtain more ahead of time. If you need an appointment to have more refills authorized, schedule that before class begins.
- **Adapt to a work-friendly smoking schedule** – If you are a smoker, you will likely be unable to have a smoking break for lengths of four to five hours both in the classroom and during your employment. We encourage anyone who smokes to begin acclimating to this schedule as soon as possible. Changes in one's smoking routine can be physically and emotionally stressful – any strategies to make a smoother transition to this change are highly recommended, as the class environment will provide challenges all on its own. Want to quit? Please talk to us about ways we can get you the help you need to make a healthy change!

## Frequently Asked Questions & Answers

# FAQ

GENERAL

### **1. Who developed and administers the Apprenticeship Program?**

The recruitment and education phase of the Apprenticeship Program was developed and is administered by the *Institute for American Apprenticeships (IAA)*. IAA is a 501(c)(3) non-profit organization designed to educate apprentices in advanced manufacturing, information technology, business services, and healthcare-related fields. The apprenticeship phase of the program is developed and administered by the Apprenticeship Division of the United States Department of Labor.

### **2. Who supports the Program?**

This session is supported by the US Department of Labor and our sponsoring employer, *Optum*, a member of the *UnitedHealth Group* family.

### **3. How long is the Apprenticeship Program and when will classes begin?**

The core education is ten weeks long. Classes will begin on July 31, 2023. The final day of class is October 6, 2023. Apprentices who successfully complete the education program will begin their On-the-Job learning on October 9th.

### **4. Will I receive a certificate if I graduate from the Apprenticeship Program?**

Yes. After successful education session, graduates will receive a certificate of completion jointly from the *Institute for American Apprenticeships* and *UnitedHealth Group*, the parent company of *Optum*. Upon completion of the one-and-one-half-year apprenticeship, apprentices will receive a Certificate of Apprenticeship Completion from the US Department of Labor.

### **5. What is the cost of the Apprenticeship Program?**

There are no direct costs associated with participating in this program.

### **6. Are there any other costs to the program?**

Students will be provided with all the necessary educational materials including textbooks and computers. All these materials remain the property of *IAA*, *Optum*, and the program. Apprentices may need to be prepared to purchase incidental supplies, such as scrubs, appropriate shoes for the clinic, etc.

### **7. Are participants hired at the start of the program?**

Yes, all selected participants will be offered full-time employment at the start of the training program.

### **8. Will I need to demonstrate my ability to perform venipuncture on live subjects/patients?**

Depending on your assigned clinic from *Optum*, some students will be required to perform venipunctures as part of their clinic process. Class instruction will include venipuncture as part of the curriculum. Ample simulation practice and practical experience is provided and as required per clinic as part of the program.

### **9. When will I begin On-the-Job Training by *Optum*?**

Students who successfully complete the education program will begin On-the-Job training with *Optum* on Monday, October 9, 2023.

### **10. What if I am unable to enroll in the Apprenticeship Program at this time? Will there be other opportunities?**

We may hold additional healthcare-related Apprenticeship Programs for *Optum* in the future. Please visit

our website at [www.iaahitec.org](http://www.iaahitec.org) for more details. There is a possibility that other healthcare and technology apprenticeships will be offered through the *Institute for American Apprenticeships*, but no guarantees.

## FAQ SELECTION

### 1. Do I need prior healthcare experience or education to apply?

Candidates do not need any prior healthcare experience or education to apply to the program. Candidates only need to have a minimum of a High School Diploma or GED.

### 2. What are the steps in the selection process?

The first step in the selection process is to complete the online application and submit a copy of your resume. The second step is to attend the mandatory Orientation and then complete the series of online aptitude assessments. The Orientation location is to be determined, and applicants will be updated prior to the event. Based on the received applications, resumes, and the results of aptitude assessments, a selected group of participants will be invited to return for a series of interviews. The first interview will be conducted by IAA team members. The second interview will consist of Optum team members. From the pool of interviewed applicants, apprentices will be chosen by *Optum*. The final selection will be based on a person's overall desire and potential to succeed, as well as organizational fit.

### 3. Do I need to submit references?

Yes. If you are selected for a first-round interview, you will receive an email with a link to submit the names and contact information of four (4) references.

### 4. Who can I list as a reference?

Two (2) must be past employers; the remaining two (2) can be business or personal. References may not be family members.

## FAQ EMPLOYMENT

### 1. Are there any costs to the employment?

Yes, apprentices will need to provide their own scrubs, closed toe shoes, and incidentals such as stethoscopes. A dedicated staff member (IAA Project Leader) can help apprentices find potential outside support to find and purchase these items if they create a barrier for the applicant.

### 2. Are there any other certifications required by *Optum*?

*Optum* will require Basic Life Support (BLS) certification. Certification will be provided as part of the 10-week program.

### 3. Is there a background check required for employment?

Yes, background checks are commonly required in the healthcare industry. Prior to employment, *Optum* conducts a background screen for each student selected for the program.

### 4. Is there a drug test required for employment?

UnitedHealth Group is a drug-free workplace. Candidates are required to pass a drug test before beginning employment.

## **5. Do I have to be vaccinated?**

To protect the health and safety of our workforce, patients and communities we serve, UnitedHealth Group and its affiliate companies require all employees to disclose COVID-19 vaccination status prior to beginning employment. In addition, some roles and locations require full COVID-19 vaccination, including boosters, as an essential job function.

UnitedHealth Group adheres to all federal, state and local COVID-19 vaccination regulations as well as all client COVID-19 vaccination requirements and will obtain the necessary information from candidates prior to employment to ensure compliance. Candidates must be able to perform all essential job functions with or without reasonable accommodation. Failure to meet the vaccination requirement may result in the rescission of an employment offer or termination of employment.

Full COVID-19 vaccination is an essential requirement of this role. Candidates located in states that mandate COVID-19 booster doses must also comply with those state requirements. UnitedHealth Group will adhere to all federal, state and local regulations as well as all client requirements and will obtain necessary proof of vaccination, and boosters when applicable, prior to employment to ensure compliance.

## **6. Where will I be working?**

Medical Assistants will work in various *Optum* clinics within the Colorado Springs area.

## **7. What hours will I be working?**

*Optum* provides patient care at different hours at their various clinic locations. Clinics differ in their shifts: some are 12 hours, some are 10-hour shifts and some are 8-hour shifts. Clinics are generally staffed between 7am and 6pm. Urgent Care clinics may be open seven days a week. You will work 40hr/week.

## **8. How much will I be able to earn as an employee with *Optum*?**

In this session, at the start of the ten weeks of core education, positions will start at an hourly wage of \$16.500. Performance-based wage increases throughout the first year-and-one-half include an increase at 6 months to \$17.50, and another increase to \$18.50 at 12 months. Upon completion of the apprenticeship program, the wage will increase to \$20.00. The positions will include a comprehensive benefits package. Performance is evaluated at prescribed time intervals during the apprenticeship. All periodic reviews will have specific pre-defined performance metrics that justify the increase associated with the review. During each review, if an individual has consistently met all the pre-defined performance metrics of a higher pay scale, that individual's wage will be immediately increased to that associated pay scale. In addition, you will be evaluated as part of the standard *Optum* performance review cycle.

## **9. Are benefits offered with the apprenticeship position?**

Yes. Apprentices become *Optum* employees on the first day of the classroom portion. In accordance with the employer's policies, employees will have the opportunity to contribute to a comprehensive benefits package which can include health and dental coverage. Please refer to *Optum* benefit sheet for a complete listing of benefits.

## **10. Are there opportunities for advancement once I become employed by *Optum*?**

Yes. You will be evaluated as part of the employer's standard performance review cycle and considered for other positions as deemed needed by the organization.



## **1. What will the classroom component involve during the Apprenticeship Program?**

This session is designed to prepare successful graduates for positions as Medical Assistants. There will be classes offered during the program that will cover topics such as Foundations of Anatomy & Physiology, Pathophysiology, Clinical Medical Assisting, and preparation for the Certified Clinical Medical Assistant (CCMA) certification. A variety of learning formats will be featured both in the classroom and online.

## **2. Will I have coursework outside the classroom sessions?**

Yes. This program is designed to be intense and to immerse the students in the topics of study. There will be a significant amount of homework involved outside of class; this will include at least 4 hours per evening and 8 to 10 hours during the weekends.

## **3. Where will the classes be held?**

This session will be a combination of remote and in-classroom instruction. Class requires attendance Monday through Friday, 7:30am to 4:00pm. The IAA classroom is located at 2 S. Cascade Ave., Suite 140, Colorado Springs, CO. Classroom subject to change.

## **4. Who will deliver the education?**

The *Institute for American Apprenticeships* and *Optum* will provide the instructors for all the classes involved in the ten-week program.

## **5. What is the class schedule for Optum's Medical Assistant Apprenticeship Program?**

Class is held for ten weeks, Monday through Friday, 7:30am to 4:00pm. Attendance is required. Classes will begin on July 31, 2023. The last day of class is October 6, 2023.

## **6. What if I am having trouble in class?**

If a student's performance in the class is below expectations academically, technically, and/or behaviorally, the faculty will provide additional support as requested and necessary, provided appropriate levels of effort are demonstrated by the student. If accommodations are required, the student should notify program staff as soon as possible.

## **7. Will my coursework and school records be shared with my sponsoring employer?**

Under certain circumstances, all of your schoolwork and school records (including coursework, projects, attendance records, and written and oral conversations) may be shared with *Optum* in the event that *IAA* deems it necessary.

## **1. Am I required to take a certification exam to work as a Medical Assistant?**

*Optum*, a member of *the* UnitedHealth Group family, requires participants in the *Optum* Medical Assistant Apprenticeship Program to take the Certified Clinical Medical Assistant (CCMA) exam.

## **2. What does the CCMA exam look like?**

The CCMA exam is a proctored exam containing 150 scored questions and 30 pretest questions. Examinees have 3 hours to complete the exam. Examination results will be available on the NHA website ([www.nhanow.com](http://www.nhanow.com)) within two (2) business days from when the examination is taken. Upon passing the certification exam, the candidate will receive an official certificate via US mail within approximately 2 weeks of the date of the exam.

## **3. Does the CCMA exam have a fee?**

The program covers the costs of the exam for participants of the *Optum* Medical Assistant Apprenticeship Program. Students who do not pass on their first attempt will have the opportunity to retake the exam within 6 months of starting the program. If the student is showing commitment and working to improve their scores, the program will continue to fund the testing fee of \$160 per exam.

## **4. Are there benefits to becoming a Certified Clinical Medical Assistant?**

Benefits to obtaining a Certified Clinical Medical Assistant Certification (CCMA) may include: more job opportunities, increased pay scale, job security, and increased subject-matter expertise. Students will take the exam **within 6 months of starting the program**. Based on academic performance and evaluation, the IAA instructor will determine when each student is ready to take the exam.

## **5. When will I take the Certification exam?**

The students will take the CCMA exam within the first 6 months of the apprenticeship.

## **6. Am I required to pass the CCMA exam?**

Passing the exam is required for continued employment at *Optum* as a Medical Assistant.

## **7. What happens if I do not pass the certification exam on my first attempt?**

Apprentices must pass the certification exam within the first 6 months of the apprenticeship. Apprentices who do not pass the certification exam on their first attempt will be required to notify the program instructor to develop an action plan.

## **8. Are accommodations available for the certification exam?**

Yes. Accommodations are coordinated directly between the student, their health care professional, and ASCP (BOC). Due to the time to have accommodations approved, the accommodation application process should be in place several weeks in advance of the first exam date.