

MAKE IT YOUR MISSION



Medical Support Assistant

Find **YOUR** Total Reward\$ of a VA Career

CHOOSE VA for the Mission

At VA, you have more than a job—you have a mission to serve Veterans who've borne the battle with honor.



"Eight years ago, I began working for the clinical contact center because I needed a stable job and I fully support VA's noble mission to serve Veterans who volunteered their lives and well being. I am very proud of the work that we do at VA to give Veterans better access to their care. They've earned it."

Caleb Mayberry, Medical Support Assistant
VISN 20 clinical Contact Center
Walla Walla, WA

Help Improve Care for Veterans

At VA, the medical support assistant helps medical teams and pharmacy to focus on providing quality healthcare to Veterans. Medical support assistants are part of a dynamic team that fields phone calls and directly interacts with Veterans and their caregivers to help prioritize calls based on medical need and urgency and schedule appointments. You are part of the team that enhances the delivery of healthcare by providing a seamless, efficient, safe, and reliable healthcare environment.

Coverage

Rest easy knowing that VA has you and your family's insurance needs covered. Insurance coverage may follow you into retirement after 5 years of vested service and maintaining FEHB in the 5 years leading up to retirement (conditions apply).

Career and Growth Opportunities

Start your career at VA and benefit from opportunities to build your skills and promotion pathways to other careers in 300 different occupations.

Retirement Benefits

Get ready for retirement with the Federal Employee Retirement System (FERS), employer matched 401k type Thrift Savings Plan, a defined federal pension benefit and Social Security.

Get Credit for Military Service

As a VA employee, you can choose to carry over eligible military service time that can be added to your total years of creditable service for retirement pension calculation purposes (conditions apply).



U.S. Department of Veterans Affairs
Veterans Health Administration
Workforce Management & Consulting

SAMPLE

Total Reward\$ of a VA Career as Medical Support Assistant



Compensation + Benefits = Your Total Reward\$*

This Total Reward\$ sample is a generalized report reflecting the potential monetized value of a full VA compensation package.

Social Security paid by VA = 6.2% of taxable wages on behalf of the employee. If an individual has taxable wages over the taxable maximum of \$147,000, VA will contribute \$9,114

Employee Assistance Program (EAP) = free legal and medical services

Medicare paid by VA = 1.45% on behalf of the employee

FSAFEDS Flexible Spending Account = you may contribute up to \$2,850 a year to your health care FSA with a \$570 max carry over and save up to 30% on dependent care expenses

Life Insurance = VA pays 1/3 of insurance cost for basic life insurance

Thrift Savings Plan (TSP) Federal 401(k) = VA provides up to 5% employer matched/automated contributions to your savings plan

Federal Employee Retirement System (FERS) = for employees hired after 1/1/2014, VA contributes 16.6% annually to FERS-FRAE basic/defined benefit

VHA National Child Care Program = assists VA employees in balancing work and family responsibilities. After 60 days of employment, full time employees with a total family income below \$149,000 may be eligible for childcare subsidy program (conditions apply).

Transit Benefit Program. You may qualify for transit subsidy monthly benefits of a max of \$280/month; check with your local VA Medical Center (conditions apply).

Student Loan Repayment Program (SLRP). You may be eligible to apply for SLRP, and once approved you may receive up to \$40,000 per year and up to \$100,000 total toward student loans in return for a 1-year service agreement.

Take time off. At VA, you start your career with 37 to 50 days of paid time off each year. Paid vacation, unlimited accumulated paid sick leave and 11 paid federal holidays accrue right away.

Paid Parental Leave. VA provides up to 12 weeks of paid parental leave in connection with the birth, adoption, or foster care placement of a child for employees covered by Family and Medical Leave Act (FMLA) provisions



Sample Annual Total Reward\$ Worksheet Full-time Employee*

Direct Compensation

Average Salary \$48,000

Total Value of Personal Paid Time Off

Value of annual combined paid leave and holidays
\$6,808 (37 days)
\$8,096 (44 days)
\$9,200 (50 days)

Total Rewards of Benefits Provided by VA

Health Insurance Premium Subsidy \$11,024
Social Security \$2,976
Medicare \$692
Employee Assistance Program (EAP) \$500
Basic Life Insurance \$127
Thrift Savings Plan Federal 401(k) (Employer Contributions) \$2,400
Federal Employee Retirement System (FERS) \$7,968
Student Loan Repayment Program (conditions apply, \$40k max/yr.) \$_____
Child Care Program (maximum benefit/conditions apply) \$4,992

Direct Compensation + Value of Paid Leave + Benefits =

Overall Annual Total Reward\$*

\$85,491 - \$87,883

*This calculation is a sample only and does not constitute a contract of employment or a guarantee of benefits or future employment. Certain elements vary and are based on specific circumstances. Paid leave is not an additional payment but is a value of your paid time off included in your annual salary based on an 8-hour day. If your service includes part-time calculations, your total rewards and benefits will be proportionally prorated. For more information, please see www.opm.gov.