

Undergraduate Health Leadership Initiative  
Summer Internship Program

Martin's Point Health Care  
27 Northport Drive  
Portland ME 04104



### **About the Organization**

Looking for a great summer internship experience? Here's your chance to gain valuable work experience with a leading health care provider. Martin's Point Health Care – an innovative, not-for-profit organization offering care and coverage to residents of Maine and beyond – is looking for talented summer interns to join our team.

As a united force of people caring for people, we're on a mission to transform the health care system and create a healthier community. Our employees enjoy a culture of trust and respect, where our values – taking care of ourselves and others, continuous learning, helping each other, and having fun – come to life every day. No wonder Martin's Point has been recognized as a certified Great Place to Work since 2015!

For more information, please visit

<https://martinspoint.org/meet-martins-point/about-martins-point>

And to see how we are supporting health in our communities, please check out our videos at

<https://vimeo.com/showcase/6578905>

### **Internship Title**

Health Plan Division Intern

### **Mentor**

Cathy Nugent

### **Work location**

Please note that this is a hybrid working arrangement, meaning some work will be done in one of our Portland offices and some remotely. This is also subject to change and may be 100% remote based on health related guidelines and recommendations.

### **Time Commitment**

32 hrs/week

### **Position Summary:**

Internships offered in our Health Plan division offer great learning opportunities for anyone planning to begin a career in health care. Interns will gain exposure to key functions of health plan operations and learn about some of the most important concepts needed to understand our health care system.

### **Job Description:**

#### **Responsibilities include:**

- Conduct analysis of performance measurement data
- Conduct telephonic outreach to providers and members
- Conduct literature reviews and research as directed

- Assist in preparing nurses for clinical reviews
- Assist nurse care managers in coordinating and caring for members
- Support the development and review of customer-facing materials
- Assist in research of health literacy best practices in communications
- Support research and development related to internal policies
- Create and update workflows and manuals related to department processes

### **Knowledge, Skills, Abilities and Qualifications**

#### **Skills, Education and Experience:**

- Currently enrolled in two or four-year degree program
- Genuine interest in the health care field
- Ability to provide the highest level of customer service both to internal and external customers, with excellent interpersonal and communication skills
- Analytical and problem-solving skills with strong attention to detail
- Ability to handle confidential and sensitive information in a discreet and professional manner
- Ability to work independently and collaboratively
- Ability to prioritize tasks within an assigned project
- Effective time management skills
- Flexibility in tackling assignments of varying complexity
- Working knowledge of Microsoft Office products including Excel, or strong willingness to learn
- Experience working in an administrative and/or customer service-oriented environment preferred

#### **Rate of Pay**

\$15/hr

#### **Additional Notes about the Position**

Beginning in June, duration of the internship program is 12 weeks.