

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 Network Database

Mentor

Cathy Nugent

Work location

Please note that this is a hybrid working arrangement. Hybrid means that some work will be done in one of our Portland offices and some remotely. Work locations are 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.

The Network Database team helps maintain the Customer Relationship Management (CRM) and claims payment system provider data by entering, documenting, and maintaining provider information, including credentialing applications and contracts, and researches and assists in resolving issues as they arise. The team also supports process functions related to the credentialing and recredentialing of health plan providers

(including facilities) to ensure they meet the necessary requirements and credentialing standards/regulations (CMS/NCQA/DoD) for acceptance and continued participation as a network provider of Martin's Point Health Care's multiple health plans/product lines

Job Description:

- Supports strategic projects relating to our provider databases which may include updating records
- Helps with process improvement work to ensure accuracy of data
- Supports data compilation and help maintains databases/spreadsheets to support operational tracking needs

Knowledge, Skills, Abilities and Qualifications

Skills, Education and Experience:

- Currently enrolled in two or four-year degree program, with a focus on Business administration, or Health Plan Policy.
- 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 along with work collaboratively across the department and organization
- 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

This is paid position (\$15/hr), approximately 32 hours/week. Beginning June, the duration of the internship program is 12 weeks.