

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 Internship- Quality and Risk Adjustment (DP and LA)

### **Mentor**

Cathy Nugent

### **Work location**

**Please note that this is a remote working arrangement**

### **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:**

Main responsibilities include:

The primary focus of this internship is to work on strategic projects related to maintaining 4.5- and 5-star rating (see \* below for an explanation of star ratings). For more information about Martin's Point star ratings for our Medicare Advantage plans, please click [here](#)

Specific work includes but is not limited to the following:

- Updates provider location file and send faxes for medical record retrieval for HEDIS gap closure
- Reviews medical records to support HEDIS gaps closure
- Calls provider office to help retrieve relevant portions of a member's medical record
- Supports the Comprehensive Visit Form (CVF) program. (Data entry and troubleshooting forms)

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

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

- Currently enrolled in two or four-year degree program, with a focus on Public Health, or a clinical major (e.g. nursing)
- Genuine interest in the health care field
- Knowledge of medical terminology is a plus
- 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.

*\* CMS (Centers for Medicare and Medicaid Service ) publishes their Star Ratings during the Medicare Annual Enrollment period each year to help seniors compare the health care quality and service offered by Medicare Advantage plans. While CMS rated over 400 Medicare Advantage contracts nationwide this year, only an elite group of 21, including the Martin's Point Generations Advantage HMO contract, earned the distinction of a 5-Star Overall Plan Rating. The overall rating is based on nearly 50 quality measures across categories including customer service, member experience, management of chronic conditions, preventive care, prescription drug services, and more. The Martin's Point Generations Advantage PPO-style contract earned a 4.5-Star rating for 2021.*