

**Undergraduate Health Leadership Initiative
2024 Summer Internship Program**

**Martin's Point
891 Washington Ave.
Portland, ME 04103**



About the Organization: Martin's Point Health Care is a progressive, not-for-profit organization providing care and coverage to the people of Maine and beyond. The organization operates six primary care health care centers in Maine and New Hampshire, accepting most major insurance plans. Martin's Point also administers two health plans: Generations Advantage (Medicare Advantage plans available throughout Maine and New Hampshire), and the US Family Health Plan (TRICARE Prime® plan for active-duty and retired military families in northern New England, upstate New York, and western Pennsylvania).

Internship Title: Health Plan Quality Intern

Number of positions available: 1

Internship Description: 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.

Responsibilities include:

- Conduct analysis of performance measurement data
- Assist in implementation of quality improvement initiatives
- Conduct telephonic outreach to providers and members
- Conduct literature reviews and research as directed

We are an equal opportunity/affirmative action employer.

Knowledge, Skills, Abilities and Qualifications:

- Currently enrolled in two or four-year degree program, with a focus on population health a plus
- 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: \$20.00/hour

Work Location: Hybrid - Mostly remote with some time spend on time (1-2 times onsite per month in the department

Time Commitment: 32 hours per week

Other logistical aspects to consider: Beginning on 5/28/24, the duration of the program is 12 weeks. Interns must reside in Maine throughout the program. Networking/volunteer opportunities onsite with intern cohort as well). Please note, housing is not provided.