

**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: Network Database Specialist Intern

Number of positions available: 2

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. 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.

- Main responsibilities include:
 - 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.

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 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

Stipend: \$20.00/hour

Work Location: Mostly remote with some time spent onsite (Onsite a few times throughout the program in the department. Networking/volunteer opportunities onsite with intern cohort as well).

Time Commitment: 32 hours per week

Other logistical aspects to consider: Please note, housing is not provided.