

UPPER PENINSULA HEALTH PLAN

JOB DESCRIPTION

POSITION _____ Operations Intern DEPARTMENT _____ Operations

POSITION SUMMARY: The Upper Peninsula Health Plan (UPHP) is contracted with the State of Michigan and the Federal government to provide Medicaid, Medicare, and Dual Eligible coverage to members in the Upper Peninsula. The Operations Intern will work within multiple areas of the Operations Department to include: Provider Relations, Government Programs, Customer Service, Transportation, and Credentialing to support our overall mission of improving the health of the communities we serve and gaining first-hand knowledge of workflow, processes and coordinated efforts to achieve this mission. This part-time position is a great opportunity for students looking to learn about the healthcare and/or insurance field while having the flexibility to create a schedule that accommodates classes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Follows established UPHP policies and procedures, objectives, safety standards, and sensitivity to confidential information.
2. Assists in the Health Risk Assessment (HRA) process, which may include outreach calls, scheduling Primary Care Provider (PCP) appointments and facilitating documentation, communication and workflow between applicable parties.
3. Supports member outreach efforts, including, but not limited to reducing member “no-show” appointments.
4. Assists Government Programs, Customer Service and Transportation Departments with daily operations and administrative workload.
5. Answers basic questions during outreach calls regarding benefits, policies and procedures, eligibility and provider information.
6. Supports Provider Relations and Credentialing with ad hoc projects and new initiatives.
7. Maintains confidentiality of client data.
8. Performs other related duties as assigned or requested.

POSITION QUALIFICATIONS:

Required Skills: Keyboarding proficiency
 Working knowledge of MS Office (Word, Excel, Access, and PowerPoint)
 Ability to operate standard office equipment (photocopier/scanner, fax, etc.)

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Working Conditions:

Works in office conditions
Fast-paced working environment
Subject to interruptions