

Provider Services Healthcare Access Fellowship

The Health Plan of San Mateo (HPSM), a managed care health plan, has developed a Healthcare Access Fellowship role for recent undergraduate or graduate students (graduated within the last 12 months). This position will be in the HPSM Provider Services Department for up to 6 months depending on candidate availability. Timely access to healthcare services is essential for achieving quality health outcomes and supporting population health management. Multiple factors can impact access to necessary services, including social determinants of health, provider capacity, and potentially inadequate operations or workflows. Each year HPSM collects data on timely access for healthcare services across our provider network. HPSM uses this data to support process improvement initiatives related to healthcare service access and provider network management. The Healthcare Access Fellow will work with HPSM staff to conduct our annual data collection and evaluation, identify potential access barriers, and make recommendations for improvement opportunities. This fellowship is a great opportunity to learn about Medi-Cal managed care, healthcare policy and regulations, and build skills for a career in healthcare, public policy, or public health.

The Fellow's essential duties and responsibilities will include the following:

- Reaching out to healthcare providers to gather information regarding timely access to healthcare appointments and other essential information for engaging with our provider community.
- Analysis and recommendations from review of healthcare service access data.
- Supporting documentation and reporting activities for quality assurance and process improvement.
- Ensuring that the project progresses according to timeline in collaboration with Program Specialist and Provider Network Manager.
- Adhering to regulatory policy and requirements for data collection and evaluation methodology.

Requirements

Education and Experience: Bachelor's or Master's degree in a relevant field, e.g., public health, health administration, public policy, health science, social science, nursing, business administration, or related field.

Knowledge of: Basic knowledge of Medicare and Medicaid (preferred). Intermediate capability with Microsoft Excel (required).

Required skills

- Strong proficiency in Microsoft Excel.
- Comfortable conducting outreach and follow-up to healthcare professionals.
- Strong attention to detail.
- Excellent written and verbal communication skills.
- Ability to analyze data, summarize and make recommendations.
- Ability to work with a team and independently.

Preferred:

- Interest in public health, public policy and/or healthcare.
- Some experience (work or internship) working with healthcare/public health organizations.

Compensation and Benefits

Starting Compensation Range: Depending on Experience and Availability.

Benefits Information: This temporary Fellowship position does not qualify for benefits.

How to Apply

Application Process: To apply, submit a resume (required) and cover letter (optional) via email to careers@hpsm.org

File by: Continuous until filled. The Health Plan of San Mateo is proud to be an Equal Opportunity Employer and encourages minority candidates of all backgrounds to apply.