

# NorthCare Network

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1230 Wilson Street  
Marquette, Michigan 49855

POSITION TITLE: Customer Service Specialist

QUALIFICATIONS: Required: High school diploma or GED equivalent. Two or more years of experience working in a mental health setting (life experience considered in lieu of job experience). Preferred: A bachelor's degree from an accredited college or university in Psychology, Social Work, Special Education, Counseling, or another mental health-related field. Meet the qualifications as specified in the MDHHS Prepaid Inpatient Health Plan/Community Mental Health Services Programs Qualifications per Medicaid Services as a Qualified Mental Health Professional (QMHP) or Qualified Intellectual and Developmental Disability Professional (QIDP). One year or more experience working in a hospital behavioral health setting.

STATUS/HOURS: Competitive Wage, plus full-time benefits. Regular full-time/80 hours biweekly

SALARY RANGE: \$38,693.99 to \$52,480.18 Starting salary will be determined based on education, experience, and certification(s).

LOCATION: Marquette, Michigan

NorthCare Network is a Specialty Prepaid Inpatient Health Plan (PIHP) located in Marquette, Michigan and is responsible for the management and service array available to residents of Michigan's Upper Peninsula with behavioral health needs covered by Michigan Medicaid and specialty grants for substance use disorder services.

RESPONSIBILITIES INCLUDE: Under the supervision of the NorthCare Compliance & Privacy Officer, this position is responsible for initiating, coordinating, and overseeing marketing activities and Customer Services within and on behalf of NorthCare. The Customer Service Specialist is responsible for Substance Use Disorder Recipient Rights appeals for the Region 1 PIHP and system navigation and reporting for Local Grievances and Appeals. This position is responsible for coordination and planning the Regional Recovery Conference. This position will work closely with staff at all levels. Will assist individuals in accessing the available mental health and substance use disorder services/providers. Will receive incoming telephone calls and provide customer services.

Send a cover letter and resume to: Attn: Human Resources  
NorthCare Network  
1230 Wilson Street  
Marquette, MI 49855  
Email: [hr@northcarenetwork.org](mailto:hr@northcarenetwork.org)

Deadline to apply: Until position is filled.

NOTICE TO APPLICANTS: Any offer of employment is contingent on a criminal background check, primary source verifications, exclusion, and reference checks. An Equal Opportunity Employer.



**Customer Service: 888-333-8030 or (906) 225-7254**  
Admin. Fax: (906) 232-1070 Clinical Fax: (248) 406-1287 SUD Fax: (248) 406-1286  
[www.northcarenetwork.org](http://www.northcarenetwork.org)