

Leadership Profile

Provider Partnership Support Manager

December 2022

RIP
MEDICAL
DEBT

THE CURE FOR MEDICAL DEBT

New York, New York

Opportunity

RIP Medical Debt, (RIP) a philanthropic organization with the mission of ending medical debt and serving as a moral force for system change, seeks a seasoned healthcare revenue cycle professional to serve as Provider Partnership Support Manager. This newly created position is designed to support RIP Medical Debt's mission by providing feedback to healthcare provider partners relating to financial assistance policies, with the goal of abolishing existing debt and preventing debt in the future by addressing preventable causes. The successful candidate will be familiar with the provider perspective on the revenue cycle; possess proven communication, organizational, and presentation skills; and demonstrate enthusiasm for the mission of RIP Medical Debt.

The Organization

RIP Medical Debt is a national, New York-based nonprofit organization that locates, acquires, and abolishes medical debt for people experiencing financial hardship. RIP's mission is to end medical debt and be a source of justice in an unjust healthcare finance system; a unique solution for patient-centered healthcare providers; and a moral force for systemic change.

RIP was founded in 2014 by two former debt collection executives who, over the course of decades in the debt-buying industry, met with thousands of Americans saddled with unpaid and un-payable medical debt and realized they were uniquely qualified to help these people in need. They used their expertise and compassion to create a unique way to relieve medical debt by applying donations to purchase large bundles of medical debt, then relieve that debt with no tax consequences to donors or recipients. From this initial concept and effort, RIP Medical Debt, a New York based 501(c)(3) was launched. The results thus far have been spectacular with \$7 billion in medical debts eradicated so far, providing financial relief for almost 4 million individuals and families.

RIP is increasingly working directly with healthcare providers—hospitals and physician groups—to acquire debt, and is looking for a talented individual to support those partnerships. Through RIP's debt analysis and abolishment work, RIP provides feedback to the provider about ways to enhance their financial assistance and prevent future bad debt. RIP seeks a talented individual with provider experience to support these relationships, modifying feedback to match the financial assistance policies. This role is best for someone who is deeply interested in the organization's mission and familiar with provider's needs and frameworks.

The position is in Long Island City, NY, just minutes from Manhattan, conveniently located steps away from many major subway lines. The team has implemented and fully embraced a hybrid work environment, working from the office only 3 days per week. RIP values the opportunities to build a collaborative culture of teamwork that arise in a shared office space but will consider exceptional candidates from outside the region for whom remote work would be the norm.

The Position

The Provider Partnership Support Manager supports the direct provider debt acquisition process by reviewing provider financial assistance policies and collaborating with the Business Process Manager to customize feedback given to providers related to financial assistance policies, practices, and goals. The Manager works closely with and reports directly to the Vice President, Hospital Relations. The ideal candidate must demonstrate the ability to think critically, problem solve, and communicate clearly in a collaborative environment. They must have a strong interest in the organization's mission.

Primary Responsibilities

- Develop and manage RIP's financial assistance feedback process to providers
- Review financial assistance policies for provider partners

- When debt files have been assessed for qualification, analyze the results in relationship to related policies, document and deliver feedback
- Track effectiveness of interaction on policies and debt volume for on-going partnerships
- Maintain knowledge of regulatory issues related to financial assistance
- Support team by responding to provider questions and needs. Handle presentations as needed
- Support Business Process Analyst in creating reports to meet providers' needs
- Participate in team strategic discussions regarding provider engagement

Additional Responsibilities

- Accomplish department and organization goals by completing related projects and tasks.
- Develop and maintain professional skills through reading, webinars, and other means.
- Perform other tasks as may be assigned by the VP Hospital Relations from time to time.
- Adhere to the organization's policies.

The Candidate

We seek a Provider Partnership Support Manager who is drawn to the opportunity to join a unique and rapid-moving mission driven organization. The ideal candidate will combine grounded experience in healthcare revenue cycle operations with a capacity to communicate constructively and diplomatically about financial policies and practices with RIP's provider partners. Given that this is a newly created role, the successful candidate will be comfortable with experimentation, learning, and a collaborative, incremental approach. Minimally, an Associate degree in a relevant field is required. An advanced degree, such as MPA, MPH, MSW is desirable; we also recognize the value of experience and transferable skills gained in professional settings.

Essential qualifications include:

- Strong computer and technical skills: fluency with Excel and proficiency with the Microsoft Suite applications.
- Strong organizational skills, flexibility, and the ability to set priorities.
- Effective written and verbal communication and presentation skills.
- Demonstrated ability to identify, plan, and execute on multiple active projects in an efficient manner.

Critical Success Factors

Among the criteria used to evaluate the success of the Provider Partnership Support Manager in the first 6-12 months are:

- Establishment of strong relationships of trust and collaboration with the Vice President of Hospital Relations and RIP colleagues, particularly the Business Process Analyst and the Vice President of Public Policy.
- Development of positive rapport and a reputation as a valuable ally and resource to RIP's provider partners.
- Demonstrated progress toward developing a framework and system to categorize financial assistance policies.
- A record of piloting various approaches to the delivery of feedback.
- Contributions to the organization's long-term vision and development of a plan to identify and achieve measurable goals toward that vision.

Compensation and Benefits

An attractive compensation package will be constructed commensurate with the background and experience of the selected candidate.

- Hybrid work environment (office work 3 days a week); Remote work is an option for strong candidates outside the region.
- Unlimited PTO (with a bonus for days taken off each year)
- Fully paid medical, dental, vision coverage.
- Life insurance, short-term and long-term disability.
- 403(b) retirement plan matching.
- Employee Assistance Program.

For More Information

We welcome and appreciate referrals. Interested parties should send resume and cover letter to:

RIP-PPM-2382@zurickdavis.com. For additional information, please contact Lida Junghans, PhD (LJunghans@ZurickDavis.com) or Sharon Kritkauskay (Sharon.Kritkauskay@ZurickDavis.com) at 781.938.1975. All contact with our office will remain confidential.

RIP Medical Debt is an Equal Opportunity Employer.