



Medical Debt

## ASSOCIATE DIRECTOR, PROVIDER RELATIONS

**Primary Category:** Debt Operations

**Type of Position:** Full-Time Exempt

**Location:** NY Tri-State Preferred (Remote will be considered)

**Education Requirement:** Associates degree

**Experience Requirement:** 5 years of professional experience, preferably in a healthcare-related field.

### ABOUT UNDUE

Undue Medical Debt (formerly RIP Medical Debt) is a national 501(c)(3) nonprofit whose purpose is to strengthen communities by erasing financially burdensome medical debt. Founded in 2014, Undue Medical Debt is one of the leading charitable organizations that addresses medical bills. We work tirelessly to end medical debt and ensure a future where everyone can access healthcare without fear.

How does it work? Undue utilizes donations to buy large bundles of medical debt and then relieves that debt with no tax consequences to recipients. The results have been spectacular— more than \$14 billion in medical debts eradicated so far, providing financial relief for over 9 million individuals and families. We strive to be a source of justice in an unjust healthcare finance system; an innovative solution for patient-centered healthcare providers; and a moral force for systemic change.

Undue is looking for someone to join our medical debt operations team to help us partner with healthcare providers and acquire debt. This role is best for someone who is familiar with healthcare finance operations either because they have worked for a hospital or other provider practice or have offered services to that audience.

### ABOUT THE POSITION

The Associate Director of Provider Relations (AD) engages with healthcare providers, (hospitals, physician groups etc.), across the country to explain the Undue program, why medical debt is a social determinant of health, and persuade them to partner with us. The AD does this by creating and responding to opportunities to explain our proposition, acquiring debt files, explaining pricing and qualification data, and supporting follow-up work. Our goal is both to acquire and relieve the debt, as well as influence our provider partners to work with us on this issue.

### DUTIES AND RESPONSIBILITIES

#### Maintain knowledge of healthcare providers' landscape

- Monitor where debt is needed because of restricted funding, both private and government.
- Attend events and read industry news (HFMA, Beckers, etc.).
- Understand Undue policy positions on the prevention of medical debt.

## **Engage healthcare providers effectively**

- Create and maintain materials to explain the Undue model.
- Customize material with local patient stories and adapt to type of provider.
- Explain Undue's model and impact and related regulatory issues.
- Listen to provider partners and educate colleagues and the organization on their thoughts.
- Acquire debt to support annual goals.
- Maintain customers' confidence and protect operations by keeping information confidential.

## **Track provider partner opportunities and progress**

- Track the progress of leads and debt opportunities in CRM and Project Management tools to support good coordination with RIP's development and information systems teams, support performance metrics and debt budget preparation.

## **Other Duties and Responsibilities**

- Participate actively in organization-wide discussions of the evolution of our model and how we can achieve our mission of ending unaffordable medical debt.
- Adhere to all policies and procedures as well as HR, administrative, and data security practices.
- Undue is a unique, fast evolving organization situated in an ever-changing landscape. This role requires a highly adaptable individual ready to tackle new challenges.

# **QUALIFICATIONS**

## **Required:**

- Minimum of five years of experience in the healthcare industry, either through sales or directly for healthcare providers
- Strong oral and written communication skills.
- Strong presentation skills
- Meticulous attention to detail and high level of accuracy.
- Knowledge of the financial aspects of healthcare preferred

# **COMPENSATION AND BENEFITS**

- Base annual salary \$85,000- \$95,000 commensurate with experience.
- Hybrid work environment (office work 3 days a week) if NYC based. Fully remote for those outside of the tri-state area.
- 4 weeks PTO (with additional days granted after 3<sup>rd</sup> and 5<sup>th</sup> anniversaries).
- Fully paid medical, dental, and vision coverage.
- Employer-paid life insurance, short-term and long-term disability.
- 403(b) retirement plan matching.

- Employee Assistance Program.

## HOW TO APPLY

To be considered for the position, send your resume and cover letter to [Undue-ADPR-2431@ZurickDavis.com](mailto:Undue-ADPR-2431@ZurickDavis.com) . For additional information, please contact Lida Junghans, PhD at [LJunghans@ZurickDavis.com](mailto:LJunghans@ZurickDavis.com) .

## EQUAL OPPORTUNITY EMPLOYER STATEMENT

Undue Medical Debt is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Undue Medical Debt makes hiring decisions based solely on qualifications, merit, and business needs at the time.