Clever Care
H E A L T H   P L A N

8990 Westminster Blvd
3rd Floor
Westminster, CA 92683

660 W Huntington Dr
2nd Floor
Arcadia, CA 91007

Chief Technology Officer (CTO)

Position Title: Chief Technology Officer (CTO)
Position Type: Full Time
Location: Westminster, CA or Arcadia, CA
Reports To: CEO

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan, will serve Medicare beneficiaries in Southern California. Our employees are passionate in providing the best services to our members and healthcare providers partners. Two office locations are at Arcadia, Los Angeles county and Westminster, Orange county. To learn more, please visit CleverCareHealthPlan.com.

Job Summary

The CTO is a strategic and visionary leader, responsible for developing and deploying overall IT Strategy for Clever Care Health Plan. The CTO will design and implement a competitive and compliant IT infrastructure for the company. He/she will act as HIPAA Security and Privacy Officer and safeguard HIPAA Protected Health Information. The CTO is a key member of senior leadership team of Clever Care Health Plan and reports directly to the CEO. He/she will be working closely with VP of Operations to deliver best customer services to our members and providers. Competitive compensation with medical & dental insurance benefit, 401k matching with immediate vesting, and generous PTO days.

Functions & Job Responsibilities

- Set strategy and establish standards and ensure compliance and accuracy for company's IT performance, including cloud architectures, server technologies, data warehouse and communication technologies (LANs, WANs, Internet, Intranet, security, wireless implementation and any devices connecting to, or containing data or systems). Align technology-related decisions with the organization's goals.
- Create technology vision for the company to stay ahead of competitors.
- Develop and implement technology and digital health road map with short term/annual and long term/5-year budget plans.
- Act as Chief Product Officer. Build industry-leading online experiences that create value for members/providers/brokers.
- Identify, negotiate contract, and work with best-in-breed technology vendors to deliver key health plans services to members/providers/brokers. Build and manage Agile Scrum Team who is responsible for defining Stories, prioritizing the Backlog, and maintaining consistency and integrity of the Solution.

- Plan and implement infrastructure systems that are secure, scalable and reliable. Ensure Health Plan's systems and networks are efficient, reliable and secure.
- Meet IT standards and requirements set by California State and CMS (Center for Medicare and Medicaid Services). Comply with HIPAA (Health Information Portability and Accountability Act). Safeguard PHI (Protected Health Information). Ensure timely initiation and completion of activities that satisfy Audit and other regulatory requirements.
- Build the capabilities to design and optimally build-out network and data center platforms. This includes organizing and managing technical staff and overall operations infrastructure as well as managing the allocation of resources, including budget, schedules, activities, facilities, equipment and expertise, in order to meet published service levels and project commitments.
- Provide leadership in aligning data architecture, data infrastructure and data practices to support business goals.
- Evaluate, secure and implement business applications. Execute development projects and BI initiatives from concept to delivery, and ensure projects are delivered on or ahead of schedule, business & technical requirements have been met and are within budget. Responsible for the development and maintenance of third-party and internal applications that support the business processes.
- Oversight of all infrastructure elements including but not limited to servers, storage management, database management, virtualization, recovery management. Identify strategic data and voice communications direction for the health plan with redundancy and cost control/reduction. Overall performance and availability of the network, performance and capacity.
- Establish policies, standards, practices, and security measures to assure effective and consistent information and operations. Prepare and keep current documentation on all managed systems, including disaster recovery plans.
- Ensure security best practices are implemented and revised, as needed, to maintain the availability, integrity and confidentiality of the information stored on and accessed through the network (firewalls, file rights, backup systems, account management, vulnerability testing, etc.).
- Establish, train, and enforce Disaster Recovery Plan and Business Continuity Plan.
- Ensure corrective actions are implemented where performance falls short of expectations.
- Manage IT spend and purchasing including review and approvals of invoices. Develop, prepare and recommend budget for purchasing, upgrading and maintaining infrastructure systems, personnel salary adjustment and/or merit raise and professional on-the-job training.
- Negotiate with vendors and contractors while leveraging internal procurement expertise to secure infrastructure-specific products and services. Prepare RFPs, bid proposals, contracts, scope of work reports, and other documentation for infrastructure projects and associated efforts.

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- Collaborate with VP of Operations in configuring, maintaining, and enhancing EZ-suite core admin system. Continuously improve automation/auto-adjudication rate.
- Other duties/tasks as assigned by CEO.

Qualifications

Education & Experience:
- Bachelor degree is required. Master degree is preferred.
- At least 10 years of hands-on IT experience. Experience managing and configuring IT infrastructure in a cloud-based environment (e.g., AWS, GoDaddy, Core Admin/Claims System, hosted systems).
- At least 5 years of working experience with Medicare Advantage products.
- At least 5 years of proven IT experience in developing new software/products within budget and timeline.
- Strong experience in managing resources (employees, vendors, equipment, dollars, and time) in compliance with approved budgets and in balancing relative project priorities and accountabilities of direct reports.
- Solid experience in setting, monitoring, and exceeding IT performance metrics.

Skills:
- Expert understanding of HIPAA/PHI and data privacy law/regulations.
- Sensitivity to member's, provider's and broker's needs.
- Familiarity with a variety of computer applications/software and vendors.
- Objective and data driven.
- Excellent verbal and written communication skills.
- Advanced problem-solving skills.
- Excellent organizational skills and attention to detail.
- Ability to perform well in a fast-paced environment.
- Ability to foster strong relationships.
- Detail-oriented, well-organized, strong decision-making and problem-solving skills.

What's in it for you?

1. A competitive compensation and benefits program.
2. Generous paid-time-off (PTO).
3. Ten paid holidays per year.
4. Excellent 401k saving plan, employer provides up to 4% match and employer contribution match is 100% immediately vested.
5. A work-life balance and much more!

Please email your resume directly to hr@ccmapd.com

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Clever Care Health Plan Inc. is an equal opportunity employer and it is our policy to abide by all federal, state, and local laws prohibiting employment discrimination. All qualified applicants will receive consideration for employment.