



Medicare Operations Business Analytics Manager

Position Title: Medicare Operations Business Analytics Manager

Position Type: Full Time

Location: Remote

Reports To: Director of Medicare Operations

About Clever Care Health Plan

Clever Care Health Plan is a newly founded Medicare Advantage health plan serving Medicare beneficiaries in Southern California. Our employees are passionate in providing best services to our members and healthcare providers. Our three office locations are in Arcadia (Los Angeles County), Huntington Beach (Orange County) and New York City.

Job Summary

The Medicare Operations Business Analytics Manager is an opportunity to lead complex analytics projects and initiatives for Clever Care Health Plan's Medicare Operations Unit. The Manager will work collaboratively with business analytics work groups, such as Enrollment, Claims, Grievance & Appeals, Operations and Member Services, transforming ideas into concept through a team of business analysts. Reporting to the Director of Medicare Operations, this position will manage the prioritization, intake, and deliverables for core Medicare Operations programs in support of the business operations and strategy. This is a "hands-on" leadership analytics role (excel/ access) that can deliver great PowerPoint and graphic presentations with executive-level storytelling.

This individual contributor is primarily responsible for driving strategic data-informed decisions, gathering data and information on targeted variables in an established systematic fashion, preparing data for analytic efforts, and interpreting complex data analyses. This position drives the execution of creative data analytic approaches leading to actionable outcomes across functional areas, business and/or clinical lines, designs, implements, and automates business and reporting solutions, and leads the development of advanced analytical and/or statistical models enabling informed business decisions.

Functions & Job Responsibilities

- Lead development and presentation of scalable analytical/reporting solutions for Medicare Health Plan Operations.
- Interact regularly with Operations leaders to understand business strategy in order to best deploy analytics solutions that help them achieve their goals
- Contribute to the development of the Medicare analytics/reporting road-map and strategy



- Partner with other leaders on the operations team leaders to continuously improve department procedures, including management processes and implementing new technology solutions
- Communicate project statuses, insights, and recommendations to internal partners, including executive leaders
- Collaborate closely with IT counterparts to identify areas of automation and efficiency in data/reporting
- Practices self-leadership and promotes learning in others by building relationships with cross-functional stakeholders; communicating information and providing advice to drive projects forward.
- Conducts or oversees business-specific projects by applying deep expertise in subject area; promoting adherence to all procedures and policies; developing work plans to meet business priorities and deadlines; determining and carrying out processes and methodologies; coordinating and delegating resources to accomplish organizational goals; partnering internally and externally to make effective business decisions; solving complex problems; escalating issues or risks as appropriate; monitoring progress and results; recognizing and capitalizing on improvement opportunities; and evaluating recommendations made by others.
- Designs, implements, and automates business and reporting solutions by partnering with stakeholders to advise in their design, planning, and implementation while ensuring consistency and coherency; evaluating and summarizing data and results.
- Drives strategic data-informed decisions by consulting with clients and leadership to identify and clarify key business needs across functional areas, business and/or clinical lines; developing outcomes and process measures.

Education & Experience

- Bachelors degree in Mathematics, Statistics, Engineering, Social/Physical/Life Science, Business, or related field and Minimum eight (8) years experience in data analytics or a directly related field. Additional equivalent work experience in a directly related field may be substituted for the degree requirement.
- Minimum three (3) years experience in a leadership role with or without direct reports.

Preferred Qualifications

- Three (3) years experience working with data visualization tools.
- Three (3) years experience working with statistical analysis software.
- Three (3) years experience working in a matrixed organization.
- Two (2) years experience delivering presentations to senior management.
- Two (2) years health care experience.
- Three (3) years experience working with Excel, Power BI and Access.



Physical & Working Environment

Typical Physical Demands.

Position requires a great amount of sitting and standing. Some lifting, stooping, bending, or reaching is required. May require lifting up to 15-30 pounds. Requires manual dexterity sufficient to operate a computer, calculator and telephone. Requires normal range of hearing and vision. Requires the ability to type and file.

Typical Working Conditions.

Work is performed in an office environment and/or remotely. The job involves frequent contact with staff and public. Work may be stressful at times. May occasionally work some irregular hours.

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

Clever Care Health Plan is proud to be an Equal Employment Opportunity and Affirmative Action workplace. Individuals seeking employment will receive consideration for employment without regard to race, color, national origin, religion, age, sex (including pregnancy, childbirth or related medical conditions), sexual orientation, gender perception or identity, age, marital status, disability, protected veteran status or any other status protected by law. A background check is required.