

National Medical Director, Concierge Services

Tempe, AZ - Oscar Health, with headquarters in New York City, has retained Witt/Kieffer to conduct a national search for their National Medical Director, Concierge Services to be based in Tempe, Arizona. The Oscar Concierge Team lives at the intersection of technology and member services and is a foundational element of their Care Delivery vision.

Founded in 2012, Oscar is a tech focused darling of the insurance industry that is coming off a fresh round of funding, reported \$300 Million in premium revenue for Q1 2018 operates in six states (CA, NY, NJ, OH, TX, TN) and expects membership to grow to over 260,000 this year.

Oscar with its unique branding characterizes itself as a data-driven, consumer-focused health insurer that is committed to improving the member experience by making it easier for members to navigate the complex health care system. Oscar achieves this through personalized, technology-enabled service that helps members along their health journey and empowers them to choose quality, affordable care. The Oscar member experience includes a personalized concierge team, free, 24/7 telemedicine, mobile and web apps to access health information easily, and a tightly integrated network of physicians and hospitals.

In this position you will lead the clinical concierge organization in shaping and delivering the clinical vision for the Oscar Concierge Team. Reporting to Oscar's Senior Medical Director – Care Delivery, and working in partnership with Oscar's Senior Director of Member Services, you'll lead the clinical function of the Concierge vision. This is a unique opportunity for a forward-thinking clinician to play a crucial role directing an innovative part of their organization.

Based at their Health Hub in Tempe, AZ, you will be working closely with leaders across all member facing services to develop how their Concierge model can drive a differentiated healthcare experience for their members. With their sizeable membership growth, the Hub has been the fastest growing part of their organization. As they continue to grow within existing markets and enter new states, you will be a critical voice in their overall Care Delivery growth strategy.

We seek candidates who possess exceptional leadership, relationship and team building skills, and bring a systems approach to problem-solving, consensus-building and process improvement. The role requires a systems thinker who can recognize and validate achievement and innovation wherever its source, and who acknowledges the value each member brings to the success of the larger organization. He/she will be a physician with a medical degree from an accredited school and board certification in primary care or associated specialty. Experience in risk based operations (provider or health plan) including care management and utilization management strongly preferred.

To find out more, contact Carl Fitch, preferably via email at cfitch@wittkieffer.com or 469-454-2584.