

Senior Director of Claims Operations

Sidecar Health

Job Location: Remote

Full Time/Days

JOB SUMMARY:

As Director of Claims Operations for Sidecar Health, you will own and scale the engine that delivers our core promise to members. This team is responsible for all member-facing and provider-facing claims operations, clinical programs, and claims automation strategy – powering a consumer-driven major medical insurance model that's redefining how Americans access and pay for care.

This is a high-stakes, high-opportunity role at an inflection point: we're expanding into new markets, deepening our AI-enabled automation stack, and building the claims infrastructure to support a rapidly growing membership base. You will lead a multidisciplinary team, shape the technology roadmap alongside Product and Engineering, and drive the operational excellence and compliance rigor that our members and the business depend on.

If you have a proven track record in health insurance claims leadership and a history of using AI and automation to transform operations — not just optimize them — we want to talk.

MINIMUM REQUIREMENTS:

- 15+ years of operations experience, including 5+ years in healthcare
- 8+ years in senior leadership roles, leading large teams in complex environments
- Experience operating in a high-growth, tech-enabled health insurance or benefits company preferred
- Comfort with data — able to build and interpret operational dashboards and hold teams to metric-based goals
- Proven ability to lead through ambiguity, manage cross-functional stakeholders, and drive change in fast-moving environments
- Strong financial acumen — experience owning budget, headcount planning, and cost-per-claim targets
- Demonstrated results deploying AI or automation in a claims or complex operations environment

FOR MORE INFORMATION/TO APPLY:

<https://job-boards.greenhouse.io/sidecarhealth/jobs/6001523004>