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Jay Chun



Milan Gross

Hawaii Dental Service (HDS) Announces Leadership Appointments in Information Technology Systems Division

Honolulu, Hawaii — Hawaii Dental Service (HDS), the state’s leading dental benefits provider, announced the appointments of Jay Chun as director of information technology and Milan Gross as manager of application support.

These leadership appointments strengthen HDS’s commitment to innovation, cybersecurity, operational excellence, and delivering secure, reliable technology solutions to serve members and providers throughout the state.

“These appointments reflect our ongoing commitment to strong technology leadership,” said Dr. Diane Paloma, HDS president and CEO. “Jay and Milan bring deep technical expertise, strategic insight, and a shared commitment to security, innovation, and service excellence that will support our oral health mission and our network of participating providers and our members.”

In his new role, Chun provides leadership and strategic direction for HDS’s IT operations, infrastructure, cybersecurity, and digital transformation initiatives. He also oversees enterprise technology strategy, ensures regulatory compliance, and guides modernization efforts that align technology investments with HDS’s long-term business goals. He will also serve as the HIPAA security officer.

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Prior to being promoted to director of information technology, he served as technical services manager at HDS since 2023, overseeing IT infrastructure, operations, and security, ensuring alignment with industry regulatory standards. He was also responsible for leading risk management initiatives, cybersecurity protocols, and disaster recovery and business continuity planning.

Altogether, Chun has more than 25 years of IT experience, including 16 years in leadership roles and four years focused on strengthening organizational security.

Chun, a resident of Honolulu, holds a master of science degree in information systems from Hawai'i Pacific University and a bachelor of arts degree in economics from the University of Hawai'i at Mānoa.

Gross joined HDS as manager of application support, overseeing the daily operations of HDS's application systems and leading the business systems analyst team. Gross will serve as a strategic partner to business units, guiding application strategy, improving workflows, and ensuring systems remain secure, compliant, and aligned with organizational goals.

He brings to HDS more than 20 years of global experience in digital transformation, enterprise collaboration, and application development across the Asia-Pacific region, the United States, and Australia. Most recently, he served as solutions delivery manager for the Asia Pacific region at Synergy, where he led cross-functional development teams, delivered cloud and enterprise software initiatives, and implemented AI-driven automation and governance solutions.

Gross, an East Honolulu resident, holds a master's degree in planning from the University of Pennsylvania and a bachelor of arts degree in economics from Rider University. He is a published author and contributing expert on Microsoft SharePoint administration.

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About Hawaii Dental Service

Hawaii Dental Service (HDS) is the leading dental benefits provider in the state, serving over one million residents throughout Hawaii, Guam, and Saipan. It has the largest network of dentists, with more than 95 percent of Hawaii's licensed, practicing dentists participating with HDS.

As a nonprofit founded in Hawaii in 1962, HDS is committed to making quality oral health care affordable and accessible. Employers who offer HDS dental plans to their employees represent Hawaii's diverse industries, companies, unions, associations, and nonprofit organizations. HDS also offers dental plans for individuals and families. HDS has been a part of Delta Dental, the nation's largest and most experienced dental insurance benefits provider, since 1966. This affiliation gives members access to a nationwide network of participating dentists.

For more information, visit HawaiiDentalService.com.