## James R. Wadleigh Jr.

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### PROFESSIONAL EXPERIENCE

# ACCESS HEALTH CT (Hartford, CT) Chief Executive Officer (2014 to current)

Appointed CEO in September 2014 and responsible for leading the state's healthcare exchange, including creating, driving and implementing vision and strategy for an \$80 million quasi-public agency

- Accountable for executing Access Health CT's mission, vision and principles which include reducing the number of uninsured Connecticut residents and reducing healthcare disparities
- Lead the overall operations and management of a diverse organization of more than 700 employees and consultants in partnership with Connecticut's Federal and State elected officials, Board of Directors and senior leadership team
- Maintain and grow internal and external stakeholder relationships including insurance carriers, healthcare advocates, business leaders, State and Federal Agencies and local experts
- Oversee the leadership and operation of two additional organizational subsidiaries, Connecticut's All Payer Claims Database (APCD) and Access Health Solutions, a one of a kind entity which provides exchange consulting services to other states and drives revenue for the exchange

## Chief Information Officer (2012 to 2014)

Lead all Information Technology functions for Connecticut's leading state-based exchange, from initial design and development through the exchange's successful launch and ongoing operation. Managed a \$60 million IT program budget and a staff consisting of more than 200+ resources including full-time direct reports, external consultants, and program participants at state agencies

- Created the strategic vision for the consumer comparison shopping portal, health education tools and resources, and critical help functions, as well as oversaw the development of the first-ever mobile phone enrollment platform for a State or Federal exchange
- Managed site performance and monitoring during the launch of each open enrollment, allowing the site
  to successfully handle first year visitor traffic of 801,509 unique visitors, more than 158,898 accounts
  created, and more than 208,301 successfully processed enrollments
- Coordinated IT needs for Connecticut's expansive Navigator and Assister program, purchasing and distributing more than 300 laptops to individuals and Access Health CT retail locations around the state which performed safe and secure in-person enrollment

## CATAMOUNT CONSULTING SERVICES (Glastonbury, CT, 2011 - 2012) Management Consultant – MassMutual Financial Group

- Realigned organization into optimal structure, adjusting roles and responsibilities, processes, work flow and approvals for more cost-effective delivery
- Reduced program budget by 30% while achieving same level delivery goals

CIGNA CORPORATION (Bloomfield, CT, 2000 to 2011)

Sr. Director - Call Applications Group

Sr. Director - Contact Center Program Management

**Vice President - Cigna Choice Fund Solutions Group** 

Vice President - eCommerce & Web Development Assistant Vice President

Responsible for all strategy development, budgeting, resource management, project implementation and production support within the IT Call Applications Group including:

- Managed project staffs of 100+ resources with a budget of \$15 million consisting of full-time direct reports, matrixed full-time reports, consultants and other resources
- Developed Call Application roadmap and strategy in conjunction with cross-business leadership team to align projects and programs with essential business unit initiatives
- Facilitated monthly process improvement meeting with Business Service Operations organization to identify and prioritize change requests resulting in a 20% improved customer rating

#### **EDUCATION**

Rensselaer Polytechnic Institute (Troy, NY)

Lally School of Management

M.S. Management & Finance, May 2000

## **University of Vermont (Burlington, VT)**

B.S Business Administration, Management Information Systems, May 1989

## <u>AWARDS</u>

- Healthcare Innovator of The Year Healthtech Research & Advisory Council June 2014
  - HTRAC's Executive Technology Award recognizes Health IT leaders whose vision, innovation and remarkable accomplishments have improved efficiency, the delivery of government services, citizen engagement, information sharing, and national security
- PMI Global Project of the Year Finalist Project Management Institute July 2014
  - The PMI Project of the Year Award recognizes and honors a successful project and the achievements of the project team for superior performance of project management
- Access Health CT 2015 CIO 100 Honoree August 2015
  - CIO 100 Awards recognize the innovative use of technology to deliver genuine business value. Access Health CT was honored for personalizing the Mobile/Tablet customer experience and creating one-to-one relationships that deliver competitive advantage by allowing people to create accounts, compare health plans, and purchase health insurance all via mobile devices.

## **COMMUNITY INVOLVEMENT**

- Glastonbury Hartwell Soccer Club Board of Directors 2010 2014
- Volunteer Soccer Coach
- Friends of Glastonbury Soccer Volunteer