

Jeanette I. Thornton

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PROFESSIONAL SUMMARY

Strategic leader with 18 years of experience in health care advocacy and government. Expert in health care policy and operations with a demonstrated ability to build consensus and create actionable solutions for consumers and the health care industry.

SKILL AREAS

Consensus Building
Leadership and Problem Solving
Federal Regulatory Process
Policy Development
Strategic Planning

Health Plan Business Operations
Program Implementation
Public Speaking
Congressional Advocacy and Lobbying
Staff Development and Mentoring

EXPERIENCE

Senior Vice President, Product, Employer, and Commercial Policy America's Health Insurance Plans, Washington DC

2006 – Present

Senior leader at the national association representing health insurance plans. Earned four promotions following superior performance and demonstrated ability to spearhead a growing policy portfolio. Oversee policy advocacy and strategy impacting commercial health insurance including individual market, Exchange implementation and operations, the small group market, employer-provided insurance and financial health and wellness coverage.

- Demonstrated ability to think strategically, execute comprehensive policy strategies and achieve regulatory priorities, guidance changes or changes to proposed legislation.
- Detailed knowledge of issues and priorities of health insurance industry with a robust focus on association member priorities and member service.
- Routinely bring together policy and technical experts to offer meaningful policy recommendations.
- Resolve member disputes regarding consumer impact, health plan feasibility and budget considerations.
- Respond to Federal regulations and sub-regulatory guidance on behalf of the association based on consensus input from diverse health plan membership.
- Provide input, analysis and positioning on proposed legislation with a focus on practical alternatives.
- Present policy options to member health insurance plans. Regularly attract over 150 attendees to discuss cutting-edge issues and identify proactive solutions.
- Coordinate involvement and support from external stakeholders and coalitions: consumer and physician groups, government advisory committees, and professional and industry associations.
- Balance multiple high priority issues in a fast-paced environment.
- Manage 10 team members with proven ability to mentor and develop staff. Oversee multi-disciplinary teams across the organization.
- Generate new membership for the association and manage department budget.

Senior Policy Analyst

White House Office of Management and Budget, Washington DC

2002 – 2006

Senior analyst in the Information Technology and E-Government Office. Responsibility included a Presidential E-Government Initiative, oversight of the Federal government information technology budget, development of government information policy and advocating for citizen-focused approaches.

- Represented the Executive Office of the President and views of OMB political officials to senior agency officials, information technology companies and consumer advocacy groups.
- Led a Federal Presidential E-Government initiative across 24 partner agencies to streamline government online services.
- Created a cross-agency management structure to provide oversight, achieved government consensus on the adoption of industry standards.
- Authored guidance for Federal agencies establishing standards for online access to government services, resulting in improved service to the American public.
- Led implementation of a Homeland Security Presidential Directive. Managed agency implementation and technical standard development, developed policy guidance and oversaw acquisition activities.

Presidential Management Fellow

Social Security Administration, Baltimore, MD

2000 – 2002

Graduate of the Presidential Management Fellowship program, a prestigious two-year rotational program to develop leadership and management skills. Afforded opportunities for developmental assignments in multiple areas of government operations including information technology, beneficiary services (online and in-person) and agency budget preparation.

EDUCATION

Master of Public Administration

Graduate School of Public and International Affairs
University of Pittsburgh, Pittsburgh, PA

Bachelor of Arts, Political Science

Western Illinois University, Macomb, IL
Magna Cum Laude, Honors Program

ADDITIONAL QUALIFICATIONS

Public Speaking

Experienced public speaker: testifying at public hearings, industry conferences, managing large conference calls, strategic and technical presentations, educational classes and moderating panel discussions.

Honors and Awards

- America's Health Insurance Plans, Excellence in Action Award, 2013 and 2017
- Federal 100 Award, for the top 100 leaders in Federal Information Technology, 2004 and 2005
- Professional Achievement Award, Office of Management and Budget, 2003 and 2005