Tom Raffio

President and CEO
Northeast Delta Dental

Thomas Raffio assumed the role of president & CEO of Northeast Delta Dental when he moved to New Hampshire in 1995, after his tenure at Delta Dental of Massachusetts as Senior Vice President. Northeast Delta Dental is a tax-exempt, nonprofit organization (dental insurance company) with high brand recognition and a reputation of providing world-class customer service. It's located at Two Delta Drive, Concord, New Hampshire and has been in business for over 50 years. Northeast Delta Dental includes offices in Concord, New Hampshire (headquarters), Saco, Maine, and Burlington, Vermont.

Accomplishment Highlights

- Grew the company from administering the dental benefits of 300,000 people in its tri-state region to over 950,000.
- Increased revenue from $57 million to over $344 million.
- Created the Guarantee Of Service Excellence sm (GOSE) program, backing up seven facets of service with customer refunds—the first such comprehensive program in Northern New England.
- Grew the enterprise from ~50 to ~200 employees, earning a reputation as "Employer of Choice" based on best practices and numerous awards.
- Increased its strong network of participating dentists by growth from 935 to 1,810.
- Spearheaded the creation of the Northeast Delta Dental Foundation, which supports oral health programs in Maine, New Hampshire, and Vermont, each year by investing several hundred thousand dollars.

Tom is an engaged civic leader. He is currently Chair of the Leadership Advisory Council and a member of the New England Advisory Board of the Arthritis Foundation. Most recently, he was selected to serve the Dartmouth-Hitchcock health system as a Trustee.

He is Incorporator and Chair of the Board, ExcellenceNorth Alliance; Chair of the New Hampshire Coalition for Business and Education; Chair of the Bow Schools Foundation; Board member and former Chair of the Board, New Hampshire Business Committee for the Arts; Board member and former Chair of the Board, Early Learning New Hampshire; and Board member of the New Hampshire Fisher Cats Foundation. He is a member of the New Hampshire Scholars Leadership Board, which he also serves as a Champion, and a member of the New Hampshire Historical Society's Democracy Project Advisory Committee.

Tom earned an undergraduate degree at Harvard University, an MBA from Babson College, and designation as a Fellow of the Life Management Institute (FLMI). He graduated from the Leadership New Hampshire Class of 1997.