



***Panelist:***

**Connie Lagneaux**

**Director of Product Management and Customer Service, HealthTrio**

Connie Lagneaux RN, BSN MBA is Director of Product Management & Customer Care—Web Products. She is responsible for the entire product release cycle and delivery of excellent customer service. Additionally, she serves as a clinical and managed care subject matter expert. Ms. Lagneaux has been in the health care industry for 30 years and before coming to HealthTrio in 2000, worked for 12 years in Managed Care. As Director of Medical Operations at a large regional health plan, she was responsible for quality, utilization, pharmacy, medical information and case management, as well as medical underwriting. She also played a pivotal role in attaining and maintaining NCQA and HCFA accreditations. Prior to her experience in managed care, she served 10 years as a clinician in a tertiary hospital and managed a 30-bed medical/surgical unit. Connie holds a Bachelor of Science in Nursing and a Master of Business Administration from the University of Arizona. She is a Registered Nurse with an active license in the state of Arizona.