



Connie Mangio, RN, BSB, CCM

Professional Experience

November 2008 to Present

Nurse Case Manager

SCM Associates, Inc., Bellflower, CA

Identifies, assesses, plans, coordinates, implements, monitors, and evaluates options and services for individuals requiring case management services. Provides for quality, cost-effective outcomes for the client through collaboration and communication with the client, the family, the physician, and other members of the health care team.

January 2008 to November 2008

Case Manager

Genex Services, Inc., Orange, CA

Telephonic case manager for Worker's Compensation. Assessed treatment plan, physical condition, and return to work potential. Reported directly to client via written and verbal communication.

December 2006 to October 2007

Client Resource Specialist

Healthways, Inc., Aliso Viejo, CA

Implementation of new client (integration between CEC and High Risk). Trained High Risk staff on new client, new product, and new computer program. Liaison to High Risk Care Managers, client, and Healthways Nashville CEC. Conducted weekly meetings with Care Managers, with focus on customer service and computer program. Attended weekly meetings with CEC and client, with focus on customer service.

September 2004 to January 2008

Care Manager

Healthways, Inc., Aliso Viejo, CA

Telephonic communication with patients at high risk for hospitalization. Assessed patient needs and developed customized, proactive care plans to achieve health goals. Provided patient education focused on chronic illnesses.

October 2003 to September 2004

Case Manager

Genex Services, Inc., orange, CA

On-site case manager for Worker's Compensation. Attended clinical appointments with claimants to assess treatment plan, physical condition, and return to work potential. Reported directly to client via written and verbal communication.

January 1998 to October 2003

Direct, Product Management

CORE, Inc., Irvine, CA

Budgetary, product enhancement, project management, and product integrity responsibilities for CORE's premier products of Utilization Review, Case Management, and Disability Management. Sales presentations and client meetings with new and existing clients. Management of all business aspects of above-mentioned products. Direct management of product staff, including clinical personnel, IT personnel, data analysts, and software programmers.

February 1994 to January 1998

Account Executive

CORE, Inc., Irvine, CA and Los Angeles, CA

Management of large Case Management and Disability Management accounts, including communication between clients and CORE operations, up-selling other CORE products to clients, forecasting client revenues, submitting quarterly operations reports, and negotiating client contracts.

June 1990 to February 1994

Case Management Supervisor

CORE, Inc., Irvine, CA

Management of all West Coast case managers, which included supervision of daily operational duties, scheduling, counseling, and annual employee evaluations.

May 1989 to June 1990

Medical Case Manager

CORE, Inc., Irvine, CA

Telephonic medical case management of catastrophically ill patients. Assessment, coordination, and evaluation of all aspects of patient care. Negotiated rates for treatment plans and extensive communication and coordination of patient care with primary providers and clients.

Education

Bachelor of Science in Business/Marketing
University of Phoenix, Phoenix, AZ

**Professional
Organizations**

RN License, California

Certified Case Manager (CCM)

The Commission for Case Manager Certification

Southern California Case Management Society of America