

Joanne Landry is the Vice President of Operations for Neighborhood Health Plan. She is responsible for providing strategic leadership in the areas of claims services, business process improvement, health plan benefits administration, central services, member enrollment, credentialing and NHP's customer care center.

Ms. Landry's career as an Operations professional spans more than 15 years. Prior to starting her career at NHP in 1999, Ms. Landry served as a Banking Officer at the Bank of New England where she oversaw all back office operations including customer service. She also served as the Manager of Customer Services at Unicare Life and Health Insurance, and at Fidelity Investments as an Implementation Manager in their Health and Welfare practice.

Ms. Landry earned a Bachelor of Science degree in Business Studies and an MBA with a concentration in Global Studies from Southern New Hampshire University. Ms. Landry is a 2006 graduate of the Massachusetts Institute Community Health Leadership offered through the Blue Cross Blue Shield Foundation. She also sits on the Board of Directors for Health Care Administrative Solutions, Inc.