



Marileny Lugo, R. PH
Chief Operations Officer

Lugo's professional trajectory spans over 20 years and includes experience in the pharmaceutical, health, marketing, sales and managed care fields. With her deep knowledge and experience in the industry, she led the process by which MC-21 obtained the accreditation of the Utilization Review Accreditation Commission (URAC), (the leading rating agency in the health promotion field), with a 100% compliance rate in the requirements for pharmacy benefits management companies.

She has been a member of the MC-21 team since 2003, and at present she oversees all of the company's operational areas, such as: Benefits and Coverage Design and Set-Up, Quality Control, Clinical Services, Pharmacy Services, Customer Service, Contracting, Accounts Management, Pharmacy Audits, and Utilization Fraud, Waste and Abuse. Her office also provides support to the Business Development and International Marketing areas. Lugo has a B.S. in Pharmaceutical Science from the Massachusetts College of Pharmacy in Boston.