**Sr, HealthCare Business Analyst**

**Sneha**

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Summary of Experience

* 8+years of experience as a Business System Analyst in Healthcare Domain.
* Experience on HIPAA 5010, ICD10, HCR, Medicaid, MMIS, Medicare, claim processing, Claim adjudications.
* Experience in Healthcare Application Facets in different modules like Claims, Eligibility, Membership, Provider and Billing
* Experience in implementation of HIPAA 4010 and HIPAA 5010 changes in the existing claim processing integrated system.
* Experienced working in Medicare and Medicaid projects.
* Proficient in Medicaid, Medicare (Part A, B, C, and D), Procedural and Diagnostic codes, and Claims Process.
* Knowledgeable for gap analysis in changing old MMIS and Involved in testing new MMIS.
* Excellent knowledge of (HIPAA) transaction and code set rules such as EDI 837,270,271,276,277,834,835.
* Proficient inICD-9-CM and ICD -10-CM coding and claims processing.
* Proficient in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications.
* Experienced working with Claim Transactions such as 837 P/I/D - Medical claims, 835 - Health Care Claim Payment/Advice, 270 - Eligibility, Coverage or Benefit inquiry, 271 - Eligibility, Coverage or Benefit response, 276 - Claim status request, 277 - Claim status response, 820 - Payment Order/Remittance Advice, and 834 - Benefit Enrollment and Maintenance.
* Experienced in documenting the Business Requirements Document (BRD), generating the UAT Test Plans, maintaining the Traceability Matrix, and assisting in Post Implementation activities.
* Experienced with Medicare and Healthcare Insurance; as well as Medical Standards (HIPAA and HL7).
* Excellent understanding of Business Requirements Gathering, Evaluating Database Sources, Translating Requirements into Specifications, business process reengineering and Application Design.
* Proficient in Technical and Business writing, Business Process Flow, Business Process Modeling and Testing.
* Experience working in all phases of Software Development Life Cycle (SDLC).
* Experience in facilitating Joint Requirement Planning (JRP) sessions with Business User Groups, conducting Joint Application Development (JAD) sessions with IT Groups and Conflict Management with Project team members.
* Profound Knowledge of Rational Unified Process (RUP) methodology, Use Cases, Object Oriented Analysis and Design (OOAD).
* Strong understanding of Medicaid Management Information System (MMIS), Patient Protection and Affordable Care Act (PPACA), Health Level Seven International standards (HL7), Health Care Reform, and Claims EDI.
* Competent in Creating Unified Modeling Language (UML) diagrams such as Use Case Diagrams, Activity Diagrams, Flow Chart, and Class diagram.
* Extensive experience in developing Use Cases, creating Screen Mockups, conducting Gap Analysis and Impact Analysis, SWOT analysis, Cost Benefit Analysis, Risk Analysis.
* Expert in Tracking and Managing the Requirements using Requirement Traceability Matrix (RTM) that controls numerous artifacts produced by the teams across the deliverables for a project.
* Involved in Test Planning, Test Preparation, Test Execution and Issue Resolution and Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.
* Experience with HIPAA 4010-HIPAA 5010 conversion implementation.
* Experience with ICD9-ICD10 conversion implementation.
* Strong Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases. Expertise in designing and developing Test Plans and Test Scripts.
* Excellent analytical & problem-solving skills and a team player with strong interpersonal and communication proficiency.

TECHNICAL SKILLS SUMMARY

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| **Systems/Architectures** | Web, VB Client/Server, Main Frame, Windows |
| **Languages** | SQL, JAVA, HTML, C++, C |
| **Databases** | MS SQL, Oracle, MS Access |
| **Test Tools** | Test Director, Quality Center, Rally, JIRA, Quick Test Pro (QTP), Win Runner, HP Quality Center |
| **Other Tools** | Visio, Front Office, Rational Rose, Rational Requisite Pro, Software Modeler, Team Test, Doors, PROLOG, Clear Case, Clear quest, Win Runner, Load Runner, Web Sphere, Microsoft Office 2010 (Project, Word, Excel PowerPoint, Access, Visio), Presentation Software, Share Point. |
| **Standard Skills** | Research Analysis, HIPAA, ICD, SOX, ISO, Six Sigma, MMIS |

PROFESSIONAL EXPERIENCE

**CVS, Woonsocket, RI Feb 2021 – Present**

# Sr. Healthcare Business Analyst

**Responsibilities**

* Gathered requirement through interviews and JAD sessions.
* Created Document like BRD, FRD, Test Plans, Test Scripts, Change request, System requirement document, technical specification, mapping document.
* Analyzed Federal, State and county-based rule for eligibility determination of Medicaid.
* Implemented mapping of ICD-9-CM to ICD -10-CM coding and used ICD 10 codes for claims submission by provider.
* Worked with Claim EDI Transactions such as 837 while building the custom components for Claims Life cycle.
* Worked on Enrollment, Claims and provider departments to analyze impacts
* Validated and tested ICD10 codes and HIPAA 5010 transactions.
* Involved in the creation and maintenance of the Workflow plans and artifacts
* Experience working with Epic software in an ambulatory healthcare environment.
* Conducted SWOT Analysis and Demand Analysis for better market understanding and fool proof project implementation of HIPAA 5010.
* Independently created Business Requirement Document (BRD) for projects.
* Documented Requirement Traceability Matrix (RTM) for requirement elicitation and linkup to deliverables
* Worked with the individual sub-project managers to translate these into PRDs (Product Requirement Documents) for the development teams
* Examined, analyzed and model Test Plans Test cases, Use Case Model cases & Test procedures for Medicaid and Snap.
* Designed and developed Quality Assurance standard and processes to all levels of project team
* Performed Gap analysis on existing CFR rules and Rule ID for Medicaid and Snap.
* Verified the functional and technical aspect as per the Business Process and validated the interfaces with the other systems and data conversion from the existing system
* Involved in walkthroughs and meetings with development team to discuss related issues
* Worked on Database schema and database tables using SQL.
* Documented and reviewed high level and detailed requirements in Business Requirement Document (BRD).
* Performed UAT and logged test results according to the test plans using Quality Center.
* Proficient in MS Office tools – particularly Excel (macro), Access, word, Visio, share point and PowerPoint.
* Created User stories, sized and managed in JIRA in Agile Methodology.

**Environment**: Microsoft Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access), XML, Java, Rally, Jira, SSIS, SAS, R, Python, Oracle, UML, SQL, MS SharePoint, JIRA, Agile.

**United Health Group, Minneapolis, MN June 2018 to Jan 2021**

**Business Analyst**

**Responsibilities**

* Gathered requirement through interviews and JAD sessions.
* Analyzed current business process flow by understanding preset business rules and conditions.
* Conducted formal interviews, Live Meetings and JAD sessions with business users Subject Matter Experts (SME's).
* Interviewed Case Management personnel and designed a high-level document describing the Clinical Case Appeals Process.
* Worked with the ICD-10 team to created organization's ICD-10 map by mapping ICD-9 to ICD-10 Diagnosis Codes.
* Incorporated and implemented all the HIPAA standards, Electronic Data Interchange (EDI 835, 837, 270, 271) transaction syntax like ANSI X12, ICD-9, ICD-10coding, and HL7.
* Experience with Medicare and Medicaid Claims processing, Membership, Eligibility Verification and knowledge of HIPAA, X12, and HL7 guidelines, and Medicaid provider best practices.
* Conducted Fields Mapping by explaining each column name in the backend database tables.
* Designed and developed Use Cases, Activity Diagrams and Sequence Diagrams using UML.
* Involved in Backend Testing to verify data integrity by using SQL.
* Documented, organized and tracked the requirements using Rational Requisite Pro.
* Conducted Smoke Testing of the new ICD-10UAT region and recorded all the testing results in RTM.
* Gap Analysis: Analyzed the client's applications programs to determine the impact of the HIPAA final rule on EDI Transaction Set and Code List implementation and defined the changes to bring the affected systems into HIPAA compliance.
* Created Use Cases and Use Case Description/narratives based on the requirements list and BRD.
* Experienced with Medicaid and Healthcare Insurance; as well as Medical Standards (HIPAA and HL7).
* Developed (UAT) User Acceptance Testing plan to guide a select group of key end-users in testing the user interface and functionality of the application.
* Developed BRD, Use Cases, and Process workflow data flow diagrams (DFD).
* Prepared Business Requirement Documents (BRD), Mapping Document based on the gathered requirements.
* Also developed Requirements Traceability Matrix (RTM) mapping UAT plan and BRD.
* Developed Functional Testing Approach for ICD-10 Remediation and included in UAT Plan.
* Performed System testing, Regression testing and UAT for several claim types and test scenarios.
* Incorporated and implemented all the HIPAA standards, Electronic Data Interchange (EDI), transaction syntax like ANSI X12, ICD-9, ICD-10 coding.
* Conducted AS-IS and TO-BE analysis and assisted in developed process models and systems integration structure.
* Worked on different EDI scenarios for batch processing and ensured day-to-day EDI transmission, Reject tracking and Reconciliation.
* Designed use cases and sequence diagrams using Rational Rose.
* Provided technical support to 268 clients which included software updates, troubleshooting software, hardware, EDI, HL7, SQL and Windows related issues
* Created requirements analysis and design phase artifacts using Requisite Pro, Rational Rose and MS Visio.
* Conducted Asset Management, Risk Analysis of the Requirements and Traceability focus areas of the various projects and worked with the project team to help them identify the high-risk areas.
* Data mapping, logical data modeling, used SQL queries to filter data within the Oracle and Sybase.
* Assist end users and IT staff in the use of data to satisfy informational and reporting requirements and implementing and using SQL and DBMS.

**Environment:** Microsoft Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access), PL/SQL, Cognos, Business Objects, Rational Requisite, RUP, XML, C#.net, Oracle, RUP, UML, SQL, Quality Center

# BAYADA Home Health Care, Philadelphia, PA Oct 2016 to May 2018

**Business Analyst**

**Responsibilities**

* Participated in end-to-end implementation planning including project management, issue management, communication, and change management.
* Documented working document for the implementation of new system and comprises of all the bodies of client, office, employee data integrations.
* Created business user specifications for IT projects and works with developers and administrators on technical specifications.
* Developed BRD, FRD, Workflow, and Use Case documentation.
* Developed future solution strategies by working closely with Business and IT Development teams.
* Established and maintaining the excellent working relationships with business contacts, IT developers, and vendors Serve as the liaison between business and systems analysts, developers and project management groups Provides formalized, continuing work direction and leadership to assigned team(s), to ensure timely and effective project execution.
* Worked to promote transparency across teams and stakeholders by preparing Project Documentation like Business Requirement documents (BRD), Functional Requirement Documents (FRD), System Requirement Specification (SRS), Release Notes, and minutes of meetings (MOM) utilizing MS office.
* Documented the Data Migration requirements as part of replacing the existing legacy system to Process Unity.
* Verified system configurations and inbound integrations are in place (Import Templates) and updating them to meet changing needs in requirements.
* Verified data is being populated as per the expectation in both TEST and Production environments.
* Communicating with stakeholders about the project status, expectations and sending out the action items every week.
* Worked with external vendors to follow up tasks and status monitoring.
* Prepared job aids to SQA and working with team in test data set up prior to SIT.

**Environment:** Microsoft Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access), SQA, UML, EDI, JAD, RUP, UAT, OOAD.

# Guardian Insurance, New York, NY Jul 2014 to Sep 2016

**Business Analyst**

**Responsibilities**

* Involved in the creation of the Mockups and Use Cases for MACD quotes and Orders using MS Visio.
* Documented business requirements, and communicated these requirements with the development team for design and implementation of business solutions.
* Worked with Business Analysis team to prepare a detailed Business Requirement Document.
* Analyzed Business Requirements to develop Functional and detail Design Specifications of the application.
* Conducted Requirement Gathering Sessions with the stakeholders.
* Interacted with the project team to help define the Business and System Objectives, confirmation of scope, identify constraints and the measures of success for the system to be developed.
* Conducted the JAD sessions, daily meetings, brainstorming sessions to solve the problems and enhance the workflow.
* Assisted in building a business analysis process model using Rational Rose and Visio.
* Gathered Functional Requirements from users and the management. Coordinated all the requirements in team-based environment.
* Acted as liaison between the senior management and different teams with effective presentations.
* Monitored change requests and documented requirements, integrating them with Use Clear Cases.
* Incorporated stakeholder feedback throughout project lifecycle to ensure project quality and customer satisfaction.
* Did Technical documentation for the project using tools like Visio, Word, etc.
* Used MS Project for managing schedules, resources and collaboration.

**Environment:** Microsoft Office (MS Word, MS Excel, MS PowerPoint, MS Visio, MS Access), RUP, MS Project, Toad, Visio, Oracle, HTML, Test Director, Rational Rose, UML 2.0, MS Project.