

Bimala Gurung, MPA, PMP | Project Manager

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Professional Summary

A versatile and self-directed Project Manager with in-depth knowledge of IT projects management with emphasis on healthcare. Worked extensively as a project lead and business analysis consultant in multiple projects for policy implementations.

Skills

- Stakeholder Management
- Vendor Management
- Business Requirement Documentation
- Business Process Improvement
- Functional Requirement Documentation
- Policy Research, Analysis and Implementation
- Project/ Program Management
- Data Analysis

Project Manager Professional Experience

Business Analyst/Project Manager

Department of Healthcare and Family Services, Springfield, IL

2012 – Present

The State of Illinois is in the process of modernizing its Medicaid Management Information Service (MMIS) with a web-based system. I have led and assisted several phases of the project through requirement gathering, initiating, managing and executing tasks.

- **Illinois Michigan Program Alliance for Cloud Technology (IMPACT) project** will replace the MMIS legacy system with a web-based portal to give providers a more convenient and consistent user experience.
 - Led the Prior Authorization, Provider, and Reference subsystems in each phase of the project.
 - Involved in implementing, configuring and integrating internal systems and 3rd party solutions.
 - Coordinated successful implementation of Provider subsystem.
 - Prepared high-level user documentation and training materials and trained operational team.
 - Participate in designing transition strategy.
 - Supervises documentation of business analysis deliverables such as requirements, workflow diagrams, and testing documentation.
 - Identify and recommend process improvement strategies to improve business process.
 - Works with stakeholder and project team to ensure adherence to compliance policies and contracts.
 - Participate in gap sessions to identify and document possible risk and constraint of new system.
 - Leads client team during solution session to ensure that new system meets client's requirement.
 - Monitors and responsible for project deliverables being on time as per requirement.
 - Participated in Fit-Gap sessions to identify and document potential risk and constraint.
 - Gathers requirements from business users and document as-is and to-be process.
 - Reviews DSDDs documents and ensures new system meets client's requirement.
 - Monitors project deliverables and aligns the design and delivered solution with stakeholder needs.
 - Analyses customer needs and devise strategies and solutions for them.
- **Balancing Incentive Program (BIP)** was implemented by Momentum Inc. for the deployment of the Uniform Assessment Tool such as DON and interRAI CHA.
 - Identified how the Uniform Assessment tool will respond to LTSS eligibility.
 - Identified funding sources that will allow the state to build and maintain structural changes.
 - Explored ways state agencies share information between themselves after implementation.
 - Tracked and documented measures that captured the quality of care coordination and case management services.
 - Assessed how the Determination of Needs (DON) tool will focus on behavioral and health domain.
- **The Pharmacy Benefits Management System (PBMS) project** was an initiative to implement web-based point of sale system that adjudicates and process prescription drug claims for providers and recipients alike.
 - Documented detailed analysis of end-to-end business processes and functional design mapping.
 - Coordinated data conversion following extracting, transporting/ transforming, and loading ETL data.

- Worked with stakeholders to establish and operationalize data exchange process.
 - Analyzed data-related risks and issues and recommended solutions.
 - Supervised testing team for data validation and data scrubbing.
- **MedInsight project** bridged the gap between state staff dependence on the EDW. Complex data from the EDW were simplified with Milliman's analytical tool.
 - Conducted Joint Application Development (JAD) sessions to gather business requirement.
 - Documented and analyzed the required information to create specification for Business, Functional and non-functional requirements.
 - Created end to end business process work flow for high level and detailed scenarios.
 - Wrote Use Cases and user stories to develop functional requirements.
 - Participated in requirement review and design meetings.
 - **Provider Enrollment project** was a web portal application implemented to allow current and new providers to efficiently and conveniently enroll and update their eligibility information.
 - Performed gap analysis to identify and assess the impact of transitioning to ICD-10.
 - Ensured stakeholder and project team adhered to compliance, policies, and contracts.
 - Established a deployment plan and coordinated project implementations with the business users.
 - Identified test data sources and created traceability between requirements and test cases.
 - **ICD-10 Project** was a federally mandated project to replace International Classification of Diseases, 9th Edition (ICD-9-CM) code set with ICD-10-CM for diagnoses and ICD-10 Procedure Coding System (PCS) for inpatient hospital procedures.
 - Participated in the requirements management processes, including change control, version control, tracking and status reporting, and data traceability.
 - Documented gap and impact analysis.
 - Provided requirements interpretation and guidance to technical and test team.
 - Negotiated agreements and commitments by facilitating communication between business users and development team.
 - Facilitated communication among multiple stakeholders.
 - **Hospital Rate Reform** initiative aimed to restructure and modernize the payment methodology for Medicaid inpatient and outpatient hospital claims.
 - Developed test strategy, test plan and test cases based on the business requirement document.
 - Designed and conducted user acceptance tests to ensure the customers solution is technically deployed to specification, accurately, and on-time.
 - Maintained issue log and change request.
 - Performed gap analysis of payment methodology.

Technical Experience

Enterprise Data Warehouse, Sandbox, As-One, Cognos, Jira, ClearQuest, Lexis-Nexis, Maximus, 3M Grouper, DRG, SharePoint, Bridges, UltraEdit, BlueZone, SQL Assist, Teradata, BI Query, Egnyte, MS Project, X12, Visio, Momentum, MedInsight, IBM SPSS

Education

University of Illinois, Springfield, IL | **Masters of Public Administration**

Northwestern Oklahoma State University, Alva, OK | **BSc. Mass Communication and Global Studies**

Certification

Project Management Institute | **Project Management Professional (PMP)**