**PREETHI KEMBHAVI**

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**Overall Summary:** Dynamic Health Care IT Project/Program Manager and Quality Assurance Leader with extensive experience in leading and managing million dollar projects. Pioneer of brand new and robust initiatives in Quality Assurance and SDLC space with proven track record of success.

**Professional Experience:**

**04/17 – Present Department of Medical Assistance and Health Services (DMAHS): Replacement MMIS Project**

**Senior Consultant, Testing Support Services Trenton, NJ**

The State of New Jersey’s Design, Development and Implementation (DDI) Project objective is to implement a CMS-certified Replacement MMIS (RMMIS) system that fully supports all of the programs, policies, and initiatives of the NJ Family Care Program.

* + - **Provided Direction** and **Thoughtful Leadership** to the State in planning and executing for UAT.
    - **Established** the testing platform for the User Acceptance Testing (UAT) efforts based on the **MITA 3.0 framework** and standards as prescribed in the CFR (Code of Federal Regulations) for the Medicaid Program.
    - **Developed** the User Acceptance Testing Plan and Test Strategy from scratch.
    - **Developed** the RACI matrix, Readiness and Entrance and Exit Checklists for the State.
    - **Provided** input on the State’s Project Work Plan and timeline for testing. Developed testing burn down plan with the available testing pool for resources and test cases.
    - **Set up** the HP ALM tool and **customized** it to be utilized to its fullest extent for requirement traceability, test execution, defect logging, Action Items and Risk and Issues management.
    - **Generated and Automated** the Test Execution and Defect Reporting for the project during the testing phase.
    - **Leveraged** and **reused** the implementation testing techniques and methodologies from the State of West Virginia and applied them as best suited for the State of NJ for a similar implementation from the same COTS vendor (Molina) acting in both the states.
    - **Assisted** and provided In-room hands on testing support and training for the state testers and SMEs.
    - Heavily involved in reviewing the deliverables, artifacts, summary reports and System Integration test cases from the vendor and propose changes/recommendations.
    - **Involved** in collecting and documenting the testing/business like scenarios and User Stories from the State SMEs for testing and work with vendor to convert them into meaningful test cases.
    - **Coordinate** with the vendor for testing related issues and resolve them quickly.
    - **Consulted t**o the State and provided expertise on maintaining Compliance for Accessibility per the guidelines as prescribed by 508 and WCAG 2.0.
    - **Demonstrated expertise** in extensive planning and testing for Data Conversion Initiatives, Interfaces, Reports and Letters with the technical managers on board with the NJ Implementation Team Office (ITO).
    - **Developed** various Business Process Models (BPMs) and improved processes as an outcome of the Lessons Learnt from UAT and **led** the implementation of the same.
    - **Created** the Defect Management Process, Test Scenario creation process and Sign Off and Acceptance process for requirements and oversee the adherence to all the processes by the team. Conduct and Drive the daily defect triage calls.
    - **Escalated** Issues to the Senior Management as and when they came up and work towards their resolution within an acceptable timeframe.
    - **Collaborate** with the Certification Team to provide testing evidence for certification efforts/packets on the product/application as prescribed in the Medicaid Enterprise Certification Toolkit (MECT) 2.2 by CMS.
    - **Engaged** in the certification milestone reviews (quarterly and operational milestone reviews) driven by the Medicaid Enterprise Certification Lifecycle (MECL).
    - **Involved** in the planning for Operational Readiness Training (ORT) for the State prior to Implementation.
    - **Maintained** effective communication and risk management in conjunction with IV&V at the program level and Steering Committee at the Enterprise level.

**03/15 – 03/17 Massachusetts Office of Information Technology (Mass ITD): HIX/IES Project**

**Manager, Software Quality Assurance Boston, MA**

Mass IT is State’s lead agency for technology and innovation also responsible for successful functioning of the Health Information Exchange project (HIX)/Integrated Eligibility System per ACA.

* **Key QA Liaison** for the **State’s Medicaid Agency (Mass Health)**, **Connector Care Authority (CCA)** as Business Stakeholders and **United Health Group** as the System Integrator**, hCentive** as COTS & Custom Development partner and various other **Integration Partners** that include, but not limited to Dell, Maximus, Optum ID, Federal Data Services Hub, MMIS, IV&V & CMS.
* **Crucial member** of the Contract Governance Body and key contributorin the organization’s roadmap planning for the year and **responsible** for managing QA for multiple concurrent releases in an **agile** methodology. Participated in all the phases of SDLC from effective requirements gathering to successful system roll out into Production, operationalizing thereafter and provide post implementation support.
* **Managed** the Vendors on board, Project Schedule & Scope, Change Requests, Risks and human resources**.** Update the Project Plan and the Project Management Plans as and when required and obtain approvals on deviations from the plan from to the Stakeholders through the ICC process.
* **Yielded** cost savings in millions to the state by effectively reviewing RFQs/RFIs for contracts/services, LOE, invoices by the vendors, Final Acceptance Criteria, Task Order Closures and controlling procurement and onboarding activities for the project.
* **Managed** allthe test teams on board and created a solid testing framework for the functional and non-functional releases, for all phases and types of testing within the project required for the seamless functioning of the State Based Marketplace that interfaces with 15 statewide health plans.
* **Re-designed, improved, customized and automated:** the deliverable process and migration from the existing Mass Forge system to Share-point and also the HP ALM tool to suit the project needs.
* **Established** exceptional testing foundation and remediation plan from scratch to ensure that the application is Accessibility compliant per the State (WCAG2.0) and Federal Guidelines (Section 508c). **Directed and managed** the Accessibility vendor on board. **Highly rewarded** for the results by the **Accessibility Advisory and Disabilities Committee** of the state for enabling the system for use by the disabled residents of MA from **0% to 60 % in a record years’ time.**
* **Laid** the pre-ground work for every year’s successful Open Enrollment by ensuring application/release stability. Gain executive buy-in on the known issues and develop effective Risk Mitigation Strategies.
* **Led** the Process Improvement Workgroup’s (PIW) initiatives & **Responsible** for producing project status/defect reports and presentations for the Executive Committee. Document lessons learned.

**04/14 – 02/15 Harvard Pilgrim Health Care (HPHC)**

**Program Lead Boston, MA**

Harvard Pilgrim is a not-for-profit health services company serving members throughout Connecticut, Maine, Massachusetts and New Hampshire and one of the nation’s highest rated health plans.

* **Successfully managed** 5 complex million dollar projects within the program timeline and budget to ensure seamless migration and decommissioning of the existing Legacy system (Amisys) to a brand new McKesson solution for the organization’s Provider Network Data Management Initiative.
* **Established** strong and meaningful relationships and managed communications within the various cross-functional teams for award winning teamwork.
* **Developed** a solid framework for gathering meaningful requirements & user stories, assigning user points, develop an agile development and testing practices for all the projects using JIRA and KANBAN.
* **Re-Strategized** the UAT for the business users, facilitated the scheduling of product demos, webinars and training workshops on the usage of the McKesson solution and post implementation support.
* **Acted** as the single point of contact for multiple vendors and the project teams.

**01/12 – 03/14** **Blue Cross Blue Shield of Michigan (BCBSM)**

**Manager, Software Quality Detroit, MI**

Blue Cross Blue Shield of Michigan is a nonprofit mutual insurance company and largest health insurer in Michigan serving 4.5 million people.

* **Developed, Implemented** **and led** a highly successful and complex calculation frame-work that led to the successful implementation of the “Taxes and Fees Estimator” Online Tool that enabled the residents of MI to estimate the Federal and State taxes on the health plans as required by the ACA and National Health Care Reform (NHCR).
* **Oversee** and validate the end to end Claims Adjudication Process by working with NASCO and Blue Exchange. Raise Project Risk & Risk register, plan for contingencies and monitor project progress.
* **Managed** over 20 FTEs & Consultants as a part of the onsite and offshore Quality Assurance team and Responsible for delivery per planned schedule. **Led** Rational Clear Quest Tool optimization for maximum results and improved transparency on the testing activities on the project.
* **Initiated and led** the transition from a “Users Doing Testing” (UDT) model to User Acceptance Testing (UAT) model that proved extremely successful and resulted in greater user satisfaction.

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**01/11 – 12/11** **Agency for Health Care Administration (AHCA)**

**Lead, Project and Business Analysis Tallahassee, FL**

AHCA is responsible for successful running of Florida’s Medicaid system overseeing the challenging Statewide Medicaid Managed Care (SMMC) that was to be implemented in 2014.

* **Responsible** for gathering and documenting requirements, use cases, creation of User Stories. Perform FIT-GAP and AS IS-TO BE analysis that contributed to the future state of the system by utilizing business process models (context and data flow), Entity Relationship diagrams (ER-Diagrams) as precursors to workflow development, re-engineering and functionality enhancements
* **Collaborate** with cross functional teams to bring meaningful information on to the table for the various testing teams that is easier to interpret and implement for test execution – well within the project budget and schedule.
* **Provided** strategic QA and testing expertise in End to End, Performance, Security, Blueprint, Wave and all the other types of testing and phases of testing within the SDLC.

**04/09 – 12/10 DHFS, State Of Wisconsin**

**Lead, Quality Assurance Madison, WI**

Department of Health and Family Services (DHFS), State of Wisconsin promotes and protects the health and safety of its residents.

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* **Coordinated** with the Software testing team, directed the use of test environments and creation of test data. Oversee all the testing standards and test activities of the team to ensure that their new EDS developed and, feature rich MMIS system called the “Interchange” works effectively per the approved business and state requirements. Promoted to be the Release Manager for proven ability.
* **Demonstrated** excellent decision making, conflict resolution and contingency planning capabilities that resulted in cost savings and on time delivery of services within the project constraints.

**Technical Skills & Education:**

MS Office, MS Project, Gnatt, Rational Clear Case, Clear Quest, Rational Rose & Pro, HP ALM, HP QC, Silk, IBM Lotus Notes, MQ Series, JCL, COBOL, MySQL, Mass Forge, KANBAN, Rally, JIRA, Share Point , Clarity, EDI X12s, ICD4010 to 5010 conversion, Agile & Waterfall methodologies.

* Master’s in Health Care Administration- University of Texas, Arlington
* Bachelors in Biotechnology, Sreenidhi Institute of Science and Technology, Hyderabad, India