**SUMMARY**

* 20+ years overall IT experience
* 10+ years Business Analysis
* Vast experience working in the healthcare industry and state government.
* Extensive qualifications in all phases of software development life cycle from conceptual design through implementation.
* Proven success as a business analyst working with multiple clients on a variety of projects. Keenly interested in listening to the clients needs, developing clear business requirements and migrating to consise technical solutions.
* Solid understanding of Health Care Claims processing
* Extensive knowledge of ICD-9/ICD-10 coding standards, CPT, HCPCS
* Strong vendor management experience to include third party payers and Clearinghouses
* Well versed in EDI X12 Standards and transactions such as 837P/I, 835, 270 and 271.
* Some exposure to EDI mapping
* Solid understanding and working knowledge of the Medicaid Eligibility System and the Medical Management Information Systems (MMIS)
* Ability to successfully management multiple deadlines and multiple projects effectively
* Excellent written and verbal communication skills
* Highly self-motivated and driven

**PROFESSIONAL EXPERIENCE**

**South Carolina Department of Health and Human Services**

**Columbia SC July 2013-present**

**Project lead/Business Analyst/Contractor**

* Ensured that the proposed technical and business solutions for ICD-10 implementation met the customer’s objectives and the CMS Federal regulations and mandates.
* Performed Analysis of EDI transactions 837I/P, identified problems and implemented solutions
* Responsible for managing eleven External Vendors in order to insure a successful transaction from ICD-9 to ICD-10 claims submission.
* Ensured vendor readiness by identifying vendor inventory and ICD-10 Impacts and risks, tracking vendor remediation, establishing testing needs, setting timelines and testing vendor functionality
* Assisted in creating and managing test plans, test case scenarios for QA, UA , regression and end-to-end testing
* Participate in defect tracking and triaging process
* Created and maintained Business process flows using Visio and Bizagi.

**BCBS of South Carolina**

**Columbia, South Carolina Sept 2011-April 2013**

**Business Systems Analyst/Contractor**

* Responsible for defining customer needs in technical and business contexts. Also heavily involved in ICD – 10 for all systems within BCBS.
* Ensured that the proposed technical and business solutions meant the customers objectives for the work effort.
* Ensured the requirements meet the Federal regulations and mandates.
* Provided guidance with planning and prioritizing of business analysis activities in support of large, highly-visibility project and support efforts.
* Prepared and presented clear and concise business requirements
* Communicated clearly with customer, management, project management, client and peers.
* Maintained awareness and sensitivity to the needs of internal and/or external customers
* Assisted in the modification of the Claims processing systems (AMMS) in order for the system to receive and process ICD-10 codes beginning October 1, 2014.
* Assisted in the Implementation and support of the VIPS Nav-10 Workbench, the tool responsible for the ICD-9/ICD-10 mappings.
* Assisted in the Implementation of the Tibco Code Converter, the tool responsible for the conversion of ICD-9 to ICD-10 and the crosswalk of the incoming ICD-10 back to the ICD-9 for claims processing purposes.

**SC Department of Social Services**

**Columbia, South Carolina July 2007 – September 2011**

**Program Coordinator**

* Responsible for Project Management, Business Analyst, and Quality Assurance of new CAPSS system to meet federal mandated requirements.
* Managed the testing phase as well as a member of the Requirements team for the Child and Adult Protective Services System (CAPSS).
* Responsible for the planning and management of multiple related projects regarding customer needs, policy changes and state and federal manadates.
* Responsible for gathering and documenting user requirements for development of CAPSS by meeting with the users to determine business practices.
* Research problems and test solutions and develop recommendations for management.
* Facilitate training sessions and deliver training on the new system enhancements

**TM Floyd/ Workers Compensation project**

**Columbia, South Carolina February 2005-June 2006**

**Business Analyst**

* Performed Insurance analysis of NCCI manuals, circulars and forms in order to develop the Risk Analysis spreadsheet and the Forms Analysis spreadsheet for the Workers Compensation Rating Services project.
* Assisted in the development of test case matrices.
* Reported problems and defects and assisted in providing solutions to the client.
* Assisted in the completion of the spreadsheets that mapped the ISO forms for the following lines of business to the applicable AscendantOne databases: Commercial Property, Commercial General Liability, Commercial Crime, BOP, and Workers Comp.
* Utilized DocuCorps Image Editor Form’s composition tool to map the DocuCorp faps of the ISO forms and declarations pages for each Line of Business to the AscendantOne databases.
* Generated XML files in order to assist in the mapping process

**Lexington Medical Center**

**Lexington, South Carolina January 2004 – February 2005**

**Guest Services Specialist**

* Served as a liaison between patients/families and the organization in the facilitation/negation of positive outcomes and solutions to needs and concerns.
* Provided Actionline coverage. Responded to patients and families requests and concerns.
* Entered hospital surveys into the Press Ganey tracking system.

**SC Department of Social Services**

**Columbia, South Carolina September 1999-May 2001**

**Programmer Analyst**

* Served as a liaison between users of the system and programmers.
* Reviewed user requirements, wrote specifications for the tracking systems and tested system compliance for the state and federal guidelines.
* Developed and maintained user manuals and training materials
* Researched reported problems for validity, verified and documented circumstances and recommended possible solutions.
* Developed and implemented test case and test plans for the SACWIS (Statewide Automated Child Welfare Information System) in order to verify Y2K compliance
* Prepared flow charts, and navigational instructions.
* Trained programmers/analysts and users on the functionality and navigation of SACWIS.

**SC Department of Social Services**

**Columbia, South Carolina January 1996 – June 1999**

**Project Administrator**

* Responsible for supervision of 7 trainers, business analyst, and quality assurance for automation of system
* Supervised daily activities and project work for trainers and help desk staff for the SACWIS (Statewide Automated Chile Welfare and Information System) project.
* Assisted in gathering and reviewing user requirements, writing system specifications.
* Performed extensive system testing, managed the tracking of reported problems and solutions, and worked with programmers to ensure system usability and integrity.
* Trained users on the system and provided help desk support.
* Analyzed system change requests and enhancements and made recommendations for implementation.
* Coordinated system updates including the analysis, testing and documentation of modifications for all statewide counties.
* Assisted in the design and development of the training manuals for the statewide training.

**SC Department of Social Services January 1988 – January 1996**

**Staff Development and Training Coordinator**-**Human Service Specialist II**

* Planned, coordinator, and conducted group training sessions.
* Conducted screening, intake, investigation and assessment of reported child abuse and neglect.
* Interviewed applicants seeking assistance for Public assistance (TANF, SNAP and Medicaid)
* Maintained a caseload involving Medicaid clients, and worked on the Medicaid system.

**Systems and Software Experience**: Web, Windows, Client/Server, XML, HTML, Microsoft Office, (Word/Excel/PowerPoint/Visio/Project/Access) IBM Tools, IBM Curam, HP Quality Center, JIRA, SharePoint, Bizagi, Microsoft Outlook, Lotus Notes

**Education:**

Bachelor of Science, Psychology, June 1987, Winthrop College, Rock Hill, South Carolina