1. **Description of the Beneficiary's Position Abroad: - Indicate whether the beneficiary's position of Senior Technical Architect abroad is managerial, executive, or involved specialized knowledge**

Anil Gogia role is of Specialized Knowledge of Application Enablement (AE) United Programming Model 3 (UPM3) and leading integration and implementation of this UPM3 Framework, AE tools, UPM3 Migration, ENTERA Decommission Framework, TRICARE.

Application Enablement program given its magnitude, it works in a matrix form of an organization where it interacts and integrates with most of the Consumer portal applications and backend Provider applications of the organization.

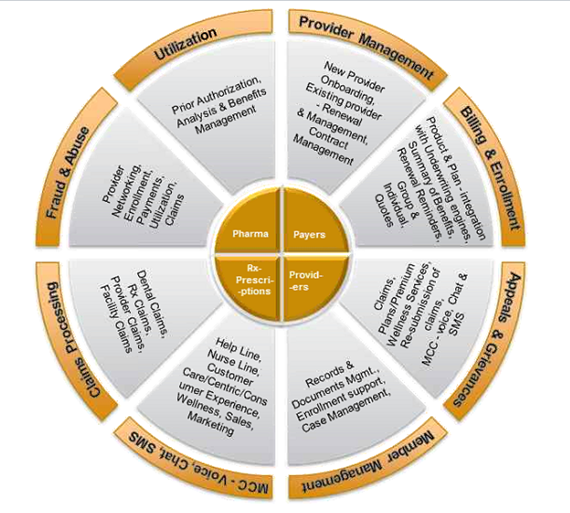
Anil Gogia executes these from delivery prospective in these teams from AE implementation and delivery and maintenance support prospective. He provides direction to most of the developers (offshore and onshore) on functional and technical areas of AE applications. He owns most of the technical decisions taken in relation to the architecture, designs, best practices & coding guidelines etc. Most of Project Management is driven from Onshore Team but for offshore side, Anil with his specialized UHG business and technical skills and leadership quality, able to mentor team members in India since he is more experienced, having work experience in various facets of Application Enablement and having good understanding of HealthCare domain.

**AE overview and critical role in UHG:-**

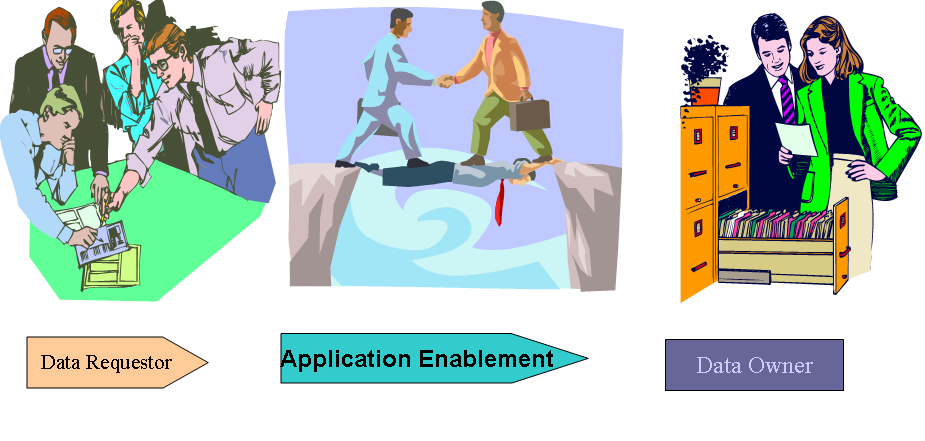
United Health Group/Optum (UHG) business scope is in all facets of HealthCare applications which helps Policy Subscriber, Members and their dependents, Providers - Physicians- Preventive Care Providers and Specialists, Nurses, Diagnostics Laboratory, Radiological Laboratory, Pathological Laboratory, Hospitals etc. in

* Provider Management
* Billing and Enrollment
* Appeals and Grievances
* Member Management
* Enterprise Voice portals (Voice chats and SMS)
* Claims Processing
* Fraud and Abuse
* Utilization

Each United Health Group Business application caters to a particular business segments and functionalities i.e. Claims Processing system, Member Enrollment, Member Eligibility Systems, Medica.



Application Enablement project acts as a connector/integrator for various UHG business applications meant for a specific business functionalities. To connect various UHG business applications together so that it can work as an ecosystem. Individual who is part of Application Enablement team must know individual system business knowledge in very deep way, so that they can integrate those systems. Application Enablement interacts with various consumer and provider business applications and it is mandatory to know various business consumer and provider application knowledge in order to develop and enhance business functionalities of consumer and provider Application Enablement.



| Consumer |----- --| Application Enablement |-------| Provider |

Application Enablement United Programming Model (UPM) is the UHG standard for accessing Business Policies, Rules and business Data and systems, giving a consistent business answer across clients. The program establishes the business processing and infrastructure including migration of existing provider applications like UNET and COSMOS services. UPM is a multi-layered Service Oriented Architecture (SOA) based re-architecture project which eliminates the Mercator layer by introducing web sphere Message Broker (WMB) layer to communicate with the legacy backend system (e.g. mainframes). UPM caters various consumer business applications (like B2B, B2C, myuhc.com etc.) requests in a consistent and a seamless manner.

**Financial spread: -**

This year UHG Application Enablement did business of 500 million $ and out of that Application Enablement Framework and tools is expected to save 70 million $ by implementing new Framework and technologies. Its scope and impact expected to grow by 10-12 % every year. Application Enablement is working for TRICARE of 1.7 billion $ for 5 years contract in providing health care services solutions.

Anil Gogia is working as offshore Technology Architect in Application Enablement (AE) group. He has 12 plus years of experience in building large scale, resilient reusable enterprise service framework for Health and Financial domain applications, data mart creation and designing messaging Enterprise Service Bus (ESB) framework, Business Process Management (BPM), messaging data jobs.

He has been associated with the Application Enablement United Programming Model (UPM), Web sphere Message Broker (WMB), Foundation Framework (FF) and AE Experience tool development for AE LogViewer, AE SUIT (group of tools) and AE MQ Visualizer tools for AE consumer and provider applications for over 96 months and is a specialist on these applications technically and functionally.

**Position and Duties abroad: - A detailed specific description of beneficiary’s duties abroad. Percentage required of time required to perform the duties.**

Position abroad is of specialized knowledge of UHG proprietary Application Enablement and associated Consumer and Provider business applications.

Anil Gogia is working as a Senior Technical Architect in Application Enablement (AE). His responsibilities are from Business requirement Analysis, Architecting and Designing the system to Implementation of Health Care Systems. His role is mix of healthcare Business and Technical where he needs to not only vision where system needs to automate a manual process and to make our system easily accessible for all our clients ranging from Stakeholders, Customer, Providers and Staff to save cost, time, effort and every information of Patients and treatment records by following all compliance of rules and laws.

**Positions Involving Specialized Knowledge**

* Anil Gogia has worked in various united business application during his stays in United. His in depth knowledge of various united business applications helped him to develop a common reusable business framework used across all united consumer and provider applications to connect and consume AE business services, **UPM 3 Framework integration**. This UPM3 framework gives a better administrative and business capability to consumer and provider applications to manage their business functionalities like financial accounts for spending their health savings by comparing various available diagnostic options, claims and reimbursement information, provider and early fraud detection etc. This Framework gives a cutting edge for implementation of Business rules, policies in generic way and customized way for a specific business application. UPM3 Framework is step towards moving from application to Product than a solution to a particular business application.
* Currently there are more than 800 plus AE business services which are designed based upon UPM2 Framework which needs to migrate into UPM3 Framework. UPM2 to UPM3 Migration needs to start after implementation of UPM3 Framework for Consumer and Provider applications. So UPM3 Migration is next step after UPM3 Framework integration and implementation in entire United Health Group organization.
* Mr. Anil has an excellent understanding of our Production Environment which basically hosts these applications in subsequent releases.

To make the Production environment stable has always been a high priority and worry area for this project. With the tenure of his (Mr. Anil) 96 months with this project, He has singlehandedly developed a tool called AE LogViewer which helps in resolution of live Production Issues (Member/Provider/Claims application related issue) in a very significant manner. With the implementation of this tool, more than 80% of the manual effort involved in issue resolution process is automated, which is expected to save millions $ to the customer. This tool is completely developed by Mr. Anil and is currently in pilot phase and is scheduled to implement for all customers application during his Visit to onshore (USA).

As mentioned above Mr. Anil is the SME for Application Enablement and knows most about the application flow, code configuration and architecture. Mr. Anil’s presence in the headquarters will expedite the Production issue resolution process with his developed tool in place, which is expected to be of very high volume.

* His pilot phase implementation of this critical AE tool (AE LogViewer) showed outstanding results in terms of reduction of production issue’s resolution time. At this time, Presence of Mr. Anil in United States Plymouth ‘office’ will be a great help for all of our customers.
* Because of his long tenure in Application Enablement application, he has faced and resolved much more issues in comparison to other team member of the team. It helps him to resolve the issues in much quicker time than other. Also he is involved in almost every activity of AE application and has much more deep knowledge of all the process and procedure of the application than others.
* One of the existing client COSMOS (Comprehensive Online Software for Management & Operation Support) is using ENTERA as third party middleware product to accomplish its business requirements. Mr. Anil has invented a technical approach, **ENTERA Decommission Framework** with his extensive knowledge of this application, where ENTERA can be replaced with our home grown application, which will subsequently result in millions $ saving. He is a key leading member of this ENTERA DECOMMISSION FRAMEWORK project and is scheduled to give knowledge transition to onshore folks during his visit to USA. Currently, he is the only person in the team (Including onshore and Offshore both) who is having a good understanding of this ENTERA decommissioning initiative.

Since the 1st Quarter of 2015, UnitedHealth Group will start the project to migrate all customer related data from COSMOS/NDB (Network database) to AE application with integration with UPM3 Framework. During the migration process the entire claim processing/Member registration for customers will be put on hold. Here time is of essence as it affects business and customer. **This also comes at the financial risk.**

* TRICARE offers comprehensive, affordable health coverage with several health plan options, a robust pharmacy benefit, dental options and other special programs.

With Application Enablement United Programming Model, he helped TRICARE to increase the availability of health care resources with networks of civilian health care professionals, facilities, pharmacies, and suppliers. This allows the Department of Defense, DoD, to provide access to high-quality health care services, while supporting uniformed service operations. Application Enablement and TRICARE Vision and Mission matches because both are in principle of HIT i.e. seamlessly deliver the power of information to our stakeholders

**Specific description of Anil duties abroad, with percentage required of time to perform the duties:-**

Below are some of Anil Gogia’ s Technical duties in terms of percentage of time spent and value adds which will explain he has specialized knowledge in various project.

* **Requirements Gathering and Analysis - 15%**

Requirement Gathering involves studying the requirements from a development point of view to identify all the development requirements. Anil’s work in this area involves

* + Analysis of business requirements from Business owners, stakeholders and consumers.
  + Interaction with various stakeholders (Clients, Business Analysts) to understand the requirements in detail.
  + Evaluate the Technical feasibility of the received business requirements.
  + To create Project service specification out of the Business Requirement walk through and then discussion around priority and timelines.
  + Identify new source and destination environments details where development and integration work will take place.
  + To interact with developers to make them understand business and technical requirements.

Anil has been extensively involved in the requirement gathering phase of all projects within the Application Enablement United Programming Model 3 (UPM3), MORC and MINDI and has acquired significant functional knowledge of the AE Consumer Business applications Integrated Service Experience Tool (ISET), I Listen, Educate, Assist, Delight (ILEAD) & Business to Business Portal (B2B), Business to Consumer (B2C), Member Portal MY United Health Care (MYUHC), Employer E Services (EES) applications. He has been assisting the Business Analysts in this phase by providing the detail inputs which are required to complete development corresponding to a particular UPM3 integration requirement.

* **Effort Estimation - 5%**

Effort Estimation is the estimation of development effort in a specified environment using defined methods, tools and techniques. Basis the ‘Statement of Work’ (SOW) and type of development to be performed, high level estimation is shared with all the stake holders. Anil’s work here involves:

* + Analyze the complexity of development and integration of new sources in each consumer business application’s integration requirement.
  + Decide the type of technologies, tools and framework involved.
  + Provide code freeze estimates once the development and unit testing done.
  + Prepare estimates for development based on the understanding of the requirements and assign resources based upon their technical exposure and available bandwidth.
  + To prepare and define infrastructure deployment guideline and timeframe to make AE UPM3 business services available in non-production and production environment to various consuming business applications and real users.

Since Anil developed this UPM3 framework and knows in and out of this Business applications and with his over 96 months of experience on these assets Anil provides realistic estimates for all AE UPM 3 project integrations with all consumer and provider business applications. He has been held responsible for providing the all development effort estimates on behalf of the team. He updates the initial estimates and shares the locked down estimates with all the project and business stakeholders.

* **Designing - 25%**

In this phase all the design and architecture planning about development is done like what needs to be developed/ integrated, how the development environment and architecture will be done, development strategy to be followed, what will be the development framework, what development methodologies will be followed, hardware and software availability, resources, risks etc. A Master Development Plan document is created which includes all the planning inputs mentioned above and shared with the business stakeholders.

Anil’s responsibilities in this area include:

* + Translate requirements into workable development plans
  + Define the development strategy and scope corresponding to each requirement
  + Identify the tools, techniques.
  + Identify data strategy and risks (if any) and define the corresponding mitigation plan
  + Create Design architecture decisions and define technical mapping and guidelines for consumer application’s development team.
  + Perform complex design AE tools and techniques for United Programming Modeling and Canonical data modeling to integrate UPM3 Framework.

Based upon his thorough understanding of these applications, Anil develop Enterprise Service design and business process management extensive architecture of business process, rules and implementation, data model mapping to provider applications while working in various provider applications, analyzing the data models and understanding the business significance of the data stored in various tables. With his rich knowledge and experience in enterprise solution and data management solution data model he is able to readily identify the impact of a change and point out the critical data elements.

* **Development and Unit Testing Planning (10%)**

Development and Unit Testing phase involves creation of new business modules, scripts and business message jobs, work flow & test scripts. New modules have been identified, created and reviewed and then reworked as well.

Anil is responsible for below activities:

* + Creation of new system integration framework.
  + Designing of database and objects (of SQL scripts, Procedures and complex business message jobs)
  + Automation scripts (if applicable)
  + Review the modules prepared by other team members.
  + Reporting of defects and retesting
  + Prepare/Review Summary
  + Developing various complex business services
  + Integration of these developed business services to consumer and provider applications
  + Customization of UPM3 Framework as per specific consumer and provider applications.

Anil is a specialist in Application Enablement UPM3, WMB and foundation framework design and Business message job creation. He has been a part of the Application Enablement since its inception Nov 2006. During his tenure he understood and mastered the Application Enablement proprietary United Programming Model, Web sphere Message Broker, Foundation Framework data model of these applications. His specialized knowledge on different source systems i.e. consumer and provider business applications has enabled him to prepare comprehensive UPM3 and Foundation framework and makes sure that all the consumer and provider business requirements are validated by test scenarios.

These Applications based on Canonical data Modeling, Messaging technologies, Mainframe, DB2, IBM XI52 Data power, Layer 7 Enterprise Service Bus Data Appliance, CA LISA virtualization tool, Application Enablement’s Enterprise Service Bus – UHG proprietary product application, and Anil has extensive knowledge of these technologies and tool. He has developed over 600 complex UPM3 framework business web services for this Application Enablement application.

* **Deployment and Administration - 10**%

Production Deployment and Documentation involves implementing and validating changes to the production environment. Anil’s responsibility comprises of the following sub-steps to accomplish a valid implementation:

* + Attending Implementation Gate meetings with all the project stakeholders where the ‘Go/No Go’ decision is taken for project implementation.
  + Ownership of stabilizing Production environment after each release.
  + Post- Production Checkout of the changed components
  + Providing sign-off once all the changes have been verified in production
  + Creates the user documentation for the assigned modules

Anil’s role here involves his closely working with the business users for requirement analysis, testing, deployment planning and verification etc. This relationship is an extremely important asset for this onshore assignment.

* **Application Project Coordination (10%)**

It involves providing support for Application Enablement UPM, Web sphere Message Broker, Foundation Framework, AE Experience, MORC and MINDI applications in order to have administer these applications, framework services and keep data up to date and providing excellence delivery to consumer, provider applications and end customers. This also requires coordination between Business Analyst, DBA and Helpdesk team of consumer application and in order to provide any data fix right on fly:

* + Analyzing the reported Issues depending on the Priority & complexity of the Issue.
  + Quick decision making on issue ownership.
  + Opening a war room call for ensuring representation from all groups required for quick issue resolution.
  + Training & mentoring the team for handling high priority issues & problems.
  + Responsible to manage United Programming Model (UPM), Web sphere Application Servers and MORC Integration Director (MINDI) application monitoring, Foundation Framework to provision Business users for various Groups/Roles/Folders available, to plan the backup & recovery for central repository, to monitor the load and performance of all UPM production Servers and to migrate the AE business services and reports from development environment to test & production environment.
  + Co-ordinate with various Consumer applications, backend provider Source Systems teams
  + Interaction with AE Infrastructure teams, Tools Team, and Business Analysts and testing teams of Consumer and Backend systems.

With 8 year of experience on these applications Anil has extensive knowledge of different sub applications and sub components of AE and he provides root-cause analysis and fix within define timeline and quality, Service Level Agreement (SLA).

* **Process Improvement (10%) -** Anil has over 12 plus years of experience of development and 8 years of experience on these applications. With his knowledge and experience he strives for implementing optimization techniques in the team.
  + Anil developed MORC framework and MINDI configuration automation tool which saves 80 percent of manual effort during processing with these systems.
  + Created AE LogViewer web tool to fetch and filter out service error logs from underlying error files based upon AE service name, AE consuming application and provider names and for a particular date time from production and non-production servers.
  + Implemented parallel processing in AE Experience business data message jobs in AE DB Authorization Governance tool to reduce load time to around 60%.
  + He has implemented Matrix dashboard in AE Experience to keep track different incidents and their status.
  + Developed process for 12 x 7 x 365 days non-production for defect triage and defect fix support and client and provider test support from offshore during offshore time.
  + Developed process for 12 x 7 x 365 days production support.
  + Developed offshore Release Management and Change Management for production ready services.
* **Business Reporting (5%) -** Anil is a single point of contact for all Onshore Managers, Clients and other Business Stakeholders. He is involved with constant communication with various source systems and stakeholders to resolve any technical issues. These communications include Conference calls and written communications.
  + Attending Weekly & Monthly business meetings, presenting the status reports.
  + Communication with client on ongoing basis which includes conference calls and written communications.
  + Provide timely updates on tasks to reporting supervisor.
  + Coordinate with onshore stakeholders such as SA and BA, regarding project related issues.
  + Discuss Problem ticket prioritization with business & new improvement initiatives & opportunities.
  + Keeping track of application & project goals & take corrective actions for any deviations on the missed goals
  + Provide status reporting, Report an issue to AE Infrastructure team, UHG Ebiz Infrastructure team, United Command Centre (UCC) operation team in case of AE services running in production or non-production environment, data mismatch in Consumer application or Backend Provider applications or UHG Network systems.
* **Miscellaneous activities (10%) -** 
  + Team Management and Communication - Task prioritization & Task distribution among Team members while integrating UPM3 for a specific consumer application.
  + Build a relationship with project technical stakeholders/business partners.
  + Communication with client on ongoing basis
  + Coordination with onshore stakeholders, SA and BA regarding project related issues.
  + Maintaining project documents at SharePoint & Configuration & Knowledge Management.

Mr. Anil’s current day to day activities include the following:-

* + Involvement in analysis of integration of UPM3 Framework with consumer and provider business applications along AE LogViewer, MORC Framework and MINDI and analyzing its impact on different customer application which are expected to use it - 25%
  + Participations in Consumer application Design architecture decisions with consumer and provider business applications- 5%
  + Preparing estimates for development based on the understanding of the requirements and assign resources based on the available bandwidth - 5%
  + Involved in defect triage activities for all the high priority UPM 3 Framework integration defects to fix them on time - 5%
  + Working with Consumer and Provider Business and System Analyst team to understand the requirements - 5%
  + Holding review meetings to monitor progress of the project as per schedule and ensuring timely completion and delivery of the project to the client – 2%
  + Providing leadership to ENTERA decommissioning initiative which would help in replace of this external product with our home-grown product - 10%
  + Key contribution of triaging production issues occurred in the integrated environments after each release - 10%
  + Ownership of stabilizing Production environment after each release of the AE application - 5%
  + Conduct meeting with the different stakeholders to understand the pain areas of the integrated system mainly production one, proposing UPM3, AE tools as a solution and implementation of the same - 5%
  + Ensuring the timely availability of the Integrated Environments - 5%
  + Delegation of task and responsibilities among team members - 3%
  + Work with Onshore architecture group to enhance the homegrown UHG proprietary architecture (Enterprise Service Bus, Business Process Management – UPM3 Framework and Entera Decommission Framework) - 5%
  + Conducting Root Cause Analysis and Post mortem post release to identify areas of improvement for the team - 2%
  + Leverage knowledge to the new joiners - 5%

As evident above, 90% of his work is centered on analyzing, planning, development and integration of UPM3 Framework with UPM3 tools - MORC application and MINDI application for various AE consumer and provider applications to enhance their application’s functionality and business scopes and Entera Decommission Framework. And to make Production environment more stable.

**Indicates why others have not acquired this special knowledge**

* Anil Gogia did his bachelor graduation degree in Medicine (of five and half years), full time, with clinical experience as Medical practitioner.

Anil Gogia did his Masters post-graduation Engineering in Computer applications (Masters in Computer Applications – of three years), full time, with hands on software design, architecture and development as Informational Technologist experience in Financial and Healthcare Industry.

* Mr. Anil has gained Knowledge on Claims (facility and physician), Provider, Member, sales and agent subject areas of Consumer applications of Application Enablement Business segment and Medicare & retirement by virtue of his experience as he has been working in this domain since last 96 months. Most of the time he was involved in claim subject area and developed/enhanced multiple Enterprise Service Bus, Business Process Model work flows and programs for this subject area.

He has acquired business and technical rich work experience of Eight years working with various United Business stakeholders and is able to understand the business needs, urgencies and their further commitments to the end-users apart from understanding the various techno-functional features of the united application, Application Enablement.

In the entire Application Enablement( AE) development team (onshore and offshore), he is the only one who has in depth Medical healthcare knowledge which he earned through his education, clinical experience, Healthcare domain training and Technical training, Architecture and Designing work experience in United by associated with various United HealthCare applications.

* Anil has been involved with AE since the beginning of transition of Application Enablement (AE) Migration Project in United HealthCare (UHG) India. He was involved in the Initial Knowledge Transfer process and has undergone several AE Architecture training sessions on all areas of the AE system. There are 4 important trainings which were done at the time of beginning of Migration process, Anil is the only one who attended these trainings which was given by the legacy system team. Training information has been providing in the training cover letter.

1. Knowledge Transition on Application Enablement Admin Governance applications
2. AE Architecture and Data Layer Architecture
3. AE Architecture
4. [UPM - UHG India](javascript:submitAction_win0(document.win0,'LM_CS_LONG_NM$83');)

These training helped him to understand the AE system from inception as training was provided for all subcomponents of AE. He gets an opportunity to knowledge and working experience with all sub applications of AE. Later team member gets an opportunity to work in either of sub application because of complex and large AE system.

* During his tenure of 96 months, Anil Gogia has acquired comprehensive knowledge of the UHG business and proprietary applications to support this automation framework. As is evident from the team information below, Anil Gogia is considerably most experienced on the specific framework that need to be implemented on this assignment in UHG than others in the team.

Anil Gogia is the senior most experienced technical team member among all team members across US and India team having experience and skills required for this work. He was the one who initiated design, architecture and development of UPM3 Framework, Automation framework solution on Web Service automation and Automation Virtualization solution for Test Data Management to cater to UHG application needs. Other people in the team do not have enough knowledge and hands on experience on the AE tools – MINDI Framework, MORC configuration application, AE LogViewer tool developed by Anil Gogia.

* These skills are unique and critical for AE department as he is the only single person who knows Medical HealthCare Business in depth and responsible for designing, architecting and implementation of new UPM 3 Framework which can lead to easy usability and will make UPM3 services more efficient. There are no others at his level with the same skill set.

He is working with Application Enablement Project from inception where he is very well versed with United HealthCare Business applications. The mix of these Functional and Technical skills help him to understand need very well as compared to any existing team either at onshore or offshore.

* AE tools are the United Health Group proprietary tools designed, architected and developed by Anil Gogia so he is the only person with adequate knowledge/skill for this position. He is the only person who developed UHG proprietary tool for healthcare application configuration validation as well as he is having expertise in framework architecture and web service automation solutions. In addition to being the developer for the UHG proprietary health care application’s Configuration Validation tool, he was also the developer for Web Service automation framework and solution for Test Data Management. All these solutions need to be integrated as part of this project. Since only Anil Gogia has comprehensive knowledge of all components of UPM3 UHG proprietary framework, he is the best person for this position.
* He is the only person who developed UHG proprietary UPM3 Framework, Automation Configuration Validation tool – MORC, MINDI under guidance of Jeff Melby the Chief Enterprise Architect. Anil Gogia will be doing hands on implementation with our Chief Architect Jeff Melby.

This UPM3 Framework’s MORC and MINDI tool application has enabled UHG to validate the configuration of business rules pertaining to the plan and products being applied in different UHG systems much faster than the earlier methods (about 1000 configuration validations are compared in 1 hr. as compared to about 20 validated in 1hr manually). Thus UPM3 Framework can provide significant efficiency and cost savings once implemented on other UHG health care systems hence keeping UHG more competitive in the market in terms of cost.

* It is taken Anil about 12 months to develop this UPM3 Framework during this time he has also learnt from his experience of implementing this UPM3 Framework on some UHG proprietary applications(Health Care applications) hence this knowledge cannot be adequately transferred to any other candidate within the short period of time. Moreover since this job requires integration of other tools (AE Experience tools - AE LogViewer, AeMqVisulaizer, MORC and MINDI) as part of UPM developed by Anil.
* Anil’s work on AE LogViewer and AeMqVisualizer tool for AE project has provided AE Infrastructure Operational and Maintenance team with good diagnostics and quicker resolution of issues that are a result of either service or system malfunction. His experience and expert knowledge of AE functionality and business users’ needs enabled him to identify the critical business functions to be monitored within AE application.
* Anil has completed 40 hours of training on HealthCare Orientation, US Healthcare Basics, HIPAA (Health Insurance Portability and Accountability), [The Health Care Series](javascript:submitAction_win0(document.win0,'LM_CS_LONG_NM$42');) classroom training and AHM 250 certification program covering the following areas:
  + Basic concepts of health plans
  + How to distinguish among HMOs, PPOs, POSs and managed indemnity
  + Characteristics of health plans for specialty services
  + Different types of provider organizations
  + Essential functions and activities within the operations areas of health plans
  + Concepts of rating, underwriting, financing and claims administration in health plan environments
  + Important legislative and regulatory issues affecting the health plan industry
  + Principal ethical issues confronting health plans
* Streamlined a daily deployment process in non-production environment sharing offshore and onshore responsibility resulting in reducing time for changes to get deployed and hence reduces time to market which resulted in saving of 5 hours of tester and consumer and provider team with overall increasing of 70 minutes of productivity of entire team.
* Streamlined production war room responsibility across offshore and onshore with 12 hours a day i.e. 7 AM CST to 7 PM CST for onshore and 7 PM CST to 7 AM CST for offshore. It helped us in providing 24 x7 x 365 support to our end consumers. This helps in achieving a great trust and confidence with Consumers.
* Automation of AE service Transaction Statistics Job to pull out transaction statistics for previous cycle date.
* He has been working closely with Business and stakeholders owing to his role as the Application Development and Chief Architect, thus providing him an edge over other members of the team in terms of his qualification for this role.

Anil is a single point of contact for all Onshore Managers, Clients and other Business Stakeholders. He is involved with constant communication with various source systems and stakeholders to resolve any technical issues. These communications include Conference calls and written communications

* All other team members in AE Development and Infrastructure Operational team have worked on selected AE sub application, process areas and/or technology sets in the AE application. Anil is designated as the Knowledge Repository owner for AE Development and Infrastructure Operational Production and Infrastructure support. He reviews and publishes all research, process improvements and learning submitted by AE team members.

**Consequently, Anil is the only team member who has advanced knowledge of all process areas and technologies used in AE applications.**

**How the knowledge involved in the position is different than other Senior Technical Architect employed by the foreign company or others employed in similar positions in the industry.**

There are two Technical Architects/Managers in AE team based out of US apart from Anil, who are at the level of Anil Gogia, and are engaged in Externalization initiative in Cloud and Infrastructure and whose responsibility is to assign tasks and track deliveries end to end from development side.

Guoguang Chen: - is working as Manager Technology Arch responsible for assigning tasks defines business problem and project solution, manages project scope, owns the project plan, scheduling, status reporting, and people management and is responsible for resource and task allocation. Guoguang is responsible for ensuring that the AE project deliveries are completed successfully as per the defined milestone plan and goals identified in the AE Work Management Plan.

Chandra Raini: - is working as Manager Technology responsible for assigning tasks, manages project scope, owns the project plan and is responsible for resource and task allocation along with AE service deliveries. He provides logistic and administrative facilitation to the AE UPM team for them to be able to perform their jobs effectively.

Below is US and India team structure.



Anil Gogia is at 90th percentile salary band (higher band) compared to others in the organization at the same Grade Level along with that he gets Application production Support allowance due to his specialized knowledge in UHG proprietary applications and providing application production support 12 X 7 X 365 (7:00 PM CST – 7:00 AM CST) along with his capability to understand both HealthCare and Technical aspect of application. He is getting more than 100% yearly bonus due to his excellent performance consistently.

His salary is 48 K USD (higher salary grade amount in India) which is on very higher side in comparison to other Senior Architects working in UHG India and Indian IT/HealthCare marketplace.

**How his/her knowledge is unique or more advanced than others?**

Anil is having specialized knowledge in design/development of Enterprise Service Bus, Business Process Management programs specifically for Claim, provider and agent-sales within Application Enablement, Member Portal, UPM and Medicare & Retirement domain. He is trained Insurance, Claim and Provider subject matter expert having in depth knowledge of end to end claims processing which helps in integrating and building existing or new capabilities for business.

* Anil Gogia has developed a UHG proprietary Framework, United Programming Model 3 (UPM3) Framework to compare configuration documents with database of multiple environments and this Framework is required on most of the healthcare applications. He developed this UPM3 Framework after his experience with Business services of United Programming Model.

He build new UPM 3 framework using **M**odular **O**SGI (Open Source Gateway Initiative) **R**untime **C**ontainer (**MORC**) Framework and developed underlying **M**ORC **I**ntegration **D**irector (**MINDI**) configuration application.

* United Programming integrate various business groups of united ranging from member enrollment, comparison of various treatments across various Providers with in a particular location, pharmacy, benefits, fraud detection. Anil has developed Configuration validation tool, Web service Framework, Test Data Management tool for UHG proprietary applications as part of UPM3 Framework, so he knows all the technical aspects of automation and the business needs and thus has already proven his skills in this area. He is most experience person in the team having expertise in configuration validation with multiple databases for different UHG proprietary applications. Since this project requires a great understanding of UHG proprietary applications (healthcare domain applications) and this UPM3 Framework need to be customized for each and every health care application, a person having comprehensive experience in both areas is required. There is nobody else in the team having the same experience on UPM3, MORC, MINDI Configuration Validation tool and Foundation Framework as Anil Gogia.

Below is screen representing how Consumer and provider business applications interact with AE UPM 3 Framework and with new Framework there is lot more segregation of business flow and clear interaction. Application Enablement abstract most of the business complexity from consumer and provider by implementing complex business rule and policies which are generic for all consumer and provider business applications and customized as per each specific business application needs. This makes AE very much complex business intensive applications and makes consumer and provider application much easily to manage and maintain.

Below shows how Application Enablement looks after UPM3 framework integration: -

***Before …***

***After Implementation***

****

**Issues with currently existing UPM 2 Framework:-**

Currently all AE business services are designed according to UPM2 Framework. Where all eight hundred (800) plus AE Business services are packaged into a single unit - Enterprise Archive file (EAR). Single unit acts as product and it’s not possible to customize each and every business lines individually and hence cannot offer services individually to each business segment.

With moving to UPM3 framework, Organization can offer each AE service individually and can expand his scope and reuse each service to maximum which will result in reducing the overall business cost and increase profits, will increase quality and robustness of AE business services.

Following are issues with the current framework and UPM3 Framework is answer to all issues what Business Segment faces.

* 1. **Frequent application down time: -** Whenever there is need of change of any single Business service, then we have to shut down this packaged unit (EAR) file, which results into should down of all 800 plus business services. Since Application Enablement acts as Connecting system of the United Organization which deals with all business units, and has more than 800 plus business services, so almost every week we have to do two production deployment so that we can includes all changes comes from various Business segments because of change of their business needs. This results in downtime of every business segment whenever we make any change as all services get down during production release of package units - Enterprise Archive (EAR) file.

Downtime results into:-

a) Loss of Business availability and Trust during downtime.

b) Leads to increase Cost, Time and Effort and leads low quality:- With every production deployment results in cost of engaging Infrastructure team, Release management team, development Team, Change management team and Production support team for checkout and verifying services after post deployment. We need to engage all teams for verifying all their business services health irrespective of whether they requested for the change of business services or not as all services are packed into a single unit.

* 2. **Securing each service individually: -** Securing data is critical and Healthcare Provider has to abide laws to secure Personal Health Information. It is important for all Healthcare Provider to not only insure health of their Customer but also make sure their customer data should be accessible to them as per HIPAA and other laws only so that no misuse and strictly restrict unauthorized data access.

Since Data can be is the most important part of any business group, which should be allowed to access to only authorized person or group of persons of a business segment, UPM3 is providing an extra secure layer for all underlying access with in build framework along with highly technical tools and standards provided by IT Leaders like IBM XI52 data power and Layer 7.

With UPM 2 we have generic way of securing AE business services and which lacked securing each service individually for each business segments. With the HIPPA law it is required to secure each AE business service.



New framework UPM 3 makes each AE service to be access through web service security framework, which will be allowed through UHG policy and through XI52 Data power.



To secure a particular service for a particular person or group of persons of a business, UPM3 service embed various security and business rules which determines whether it is allowed for all underlying services under AE business service or a particular workflow services.

* 3. **Configurable business rules: -** changing services on fly without need
* 4. **Integration to various business segments: -** ranging from various health care domains irrespective of underlying technologies.
* 5. UPM 3 **multiple versions** of individual business services can run and can coexist.
* 6. Client applications can use the version of the business service they need. **No forced upgrade** to newer version when the service itself has not changed.
* 7. Bug fixes can be **deployed independently** - Since each bundle is deployed separately, there is no need to force bug fixes to all go together as a package, alleviating sign-off problems.
* 8. New **releases can happen any time**. Services are no longer tied to a quarterly release, so off-release service development can be more easily accommodated.

Plug and Play AE service Architecture: - Application Enablement UPM3 Framework is providing Plug and Play architecture for business services to embed all business process logic of consumer and provider services at their layer and providing AE business services encapsulating entire business logic in their services, making them independent and complete entity itself.

Centralized Rule Engine and Policy Engine: - Application Enablement keeps all business process logics and business rule engines in centralize for each business services and it acts as a product to have all business logics and process confined to a specific service.

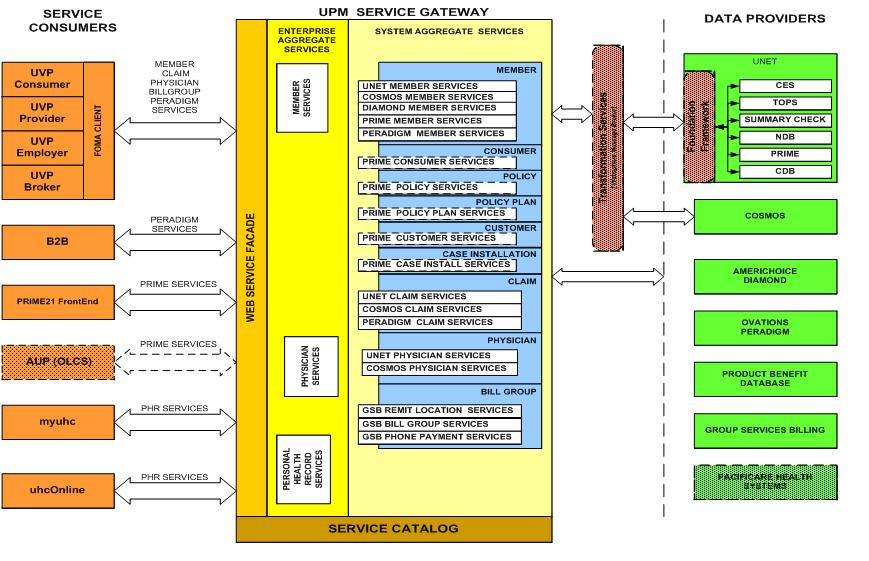
With Application Enablement United Health Group started working on this direction by making all internal UHG Consumer and Provider Business Applications to integrate their application framework to act as United Health Group Product, UPM3 Framework, so that our application should focus on consuming these AE Business services to fetch HealthCare API services compliant with latest Federal and State Rules.

Benefit of integrating Consumer and Provider applications to UPM3 Framework as Product will allow all UHG Applications to keep all Legal compliant Policies and Rules in a single and Central place in UPM3 Product Layer so that whenever a change comes in any of the HealthCare Policies and Rules, United should focus on change into a central location and all Consumer and Business applications should be free from integrating the rules individually in each of their application sides.

Benefits of UPM3 Framework as a Product to integrate with all Consumer and Provider business Applications:-

1. Keeping Business Rules, Policies, Compliant, Legal Laws separate from Technical implementation and in a central place so that all applications should reuse this Central Policy and Rule Engine.
2. Quick implementation of any change Business Rules, Policies or Legal laws (State, Federal etc.)
3. Easy and quick integration of consumer and provider applications
4. Increase Service Availability
5. Decreases Service Down Time
6. Reduces Service Implementation Time, Cost and Effort
7. Reusability of services add Quality of services, Robustness, Effort, Time and Cost saving

His proposed UPM3 Framework as Product, which is working on OPEN CLOSE design Principle, OPEN for including future requirements as per specific client need and CLOSE for any architecture design change. With customization of UPM3 Framework, we can reuse this for each specific business applications.





**Proof of concept: -** Anil did one proof of concept of UPM3 Framework integration with Member Portal, one consumer application. With his proposed UPM3 Framework, he successfully integrated it with Member Portal business segment as a proof of concepts. With his good business knowledge of Member Portal, he is able to integrate the following business functionalities in Member portal that helps Member to: -

a) Review their claim information- View your claims and Access claim forms.

b) Find a physician or facility with in their area using zip number

c) View their policy covered benefits, Update or manage their account information

e) Find health information, Print temporary health plan ID cards and Locate a pharmacy, refill a prescription

h) View your account balances for Health Reimbursement Account, Health Savings Account and Flexible Spending Account(s)

i) Estimate health care costs, Establish automatic payment options and more

Member Portal business application emphasize on awareness and promoting innovative wellness tools. Primary goal of this application is to bring a greater level of parity to the quality of health care and health coverage for African Americans. It is a customized website highlighting best practices in navigating your health plan and working with your doctor And Access to healthy recipes, offering an alternative to preparing traditional home cooked meals. This application allows member to personalize health checks. At united we believe in Health is wealth and prevention is better than cure. Application main objective is to focus on Prevention of any disease by promoting and educating various programs which includes Healthy life style, food habits, exercise and routines. Application educate members about Health coverage basics which includes How does health coverage works, Finding Health coverage that's right for you, why do costs keep rising, how can you manage your pharmacy benefit, basic definitions and terms used in common health coverage. It educate member about how to navigating their health plan - Getting the most of your plan benefits, Make the most of your doctor visits

Detailed is in below attached document for UPM3 design and Development what Anil created



UPM3 Framework uses various UPM3 AE Experience application tools like MORC, MINDI, AE LogViewer which all are proprietary business application Framework of United Health Group. So learning of these application, framework and tool can be possible working with United Health Group which is not known to anyone outside United Health group. In our AE department, Mr. Gogia is the only resource in AE core technical team who is working on this UPM3 Framework for last 12 months and has excellent understanding in every aspect. His role is also critical because he has worked with the functional and technical side of this application. He understands very accurately AE Consumer and Provider business data model and their service behavior.

* AE LogViewer tool – web tool used to search and filter service logs from AE non-production and production server for AE services without require to login to server. This tool help in quickly and easily finding service logs for that he wrote intelligent search algorithms and without user requiring to know UNIX commands. (More details about this tool are provided above in previous query.) AE SUIT tool – Group of tools required to check connectivity, logging and security of AE backend provider applications.
* AE MQ Visualizer tool – Application require to check health status of legacy systems and message queues operations for Network Data Base (NDB), Common Data Base (CDB), The Online Processing System (TOPS), Cosmos claim engines.
* AE MORC Framework - Modular OSGI Runtime Container (MORC) Framework composed of three main components:

a) Bridge Application: acts as a registry of all AE services available for consumer and provider business applications to consume. This application runs the Felix OSGI container in an application server (e.g., WebSphere). It acts as a bridge between application server HTTP threads and the OSGI container. It reflects health status of AE services post deployment means with this application we can find out which AE service is having run time issue post deployment of services so that one can look into root cause.

b) MINDI: MORC Integration Director: - User Interface for the dynamic configuration capability in MORC. This can be configured to connect to multiple environments. Access business web services in each environment to read and update configurations, no direct DB connection

c) Core Framework Bundles: - UHG proprietary applications build on OSGI bundles that provide base functionality: core, configuration services, unit test framework. This is required for the Bridge and MINDI applications to function. Provides Business Framework base classes, interceptors, logging, and many other framework capabilities for service development

* Entera Decommission Framework: - United Health Group Entera application interacts with provider application called COSMOS, a claim engine, through a third party external tool SB Gateway, for which United Health Group is paying a hefty license fees. Anil Gogia proposed a technical approach to connect to COSMOS provider applications without going through third party tool, by which United can save a million dollar of license fees every year. This Entera Decommission Framework will be again proprietary as it will talks about connectivity approach with COSOMOS, which is again another proprietary application of United Health Group.
* Tricare Integration: TRICARE is the health care program for active duty U.S. military service members, armed services retirees and their families, and is divided into three regions (North, South and West). United Healthcare Military & Veterans was awarded the Managed Services Support Contract for TRICARE in the West Region.

**Compare and Contrast duties with other performing same type of work: -**

| **Team Members Name and Title** | **# Month’s of Experience with UHG technology** | **Brief description of job duties noting unique skillset** |
| --- | --- | --- |
| Anvita Akhtar  Director Technologies  USA | 124 months | She is heading entire AE UPM department, responsible for :-  a) End to end deliverable  b)Development AE Business services  c) AE integration and administrative tool  d) UPM3 Framework development work and later UPM2 to UPM3 Migration  e) Quarterly based AE UPM2 and UPM3 business services for consumer applications d) Integration of UPM3 services for all existing and new United consumer and provider business applications  e) Application Enablement Off release development  f) 24x7x265 production support across USA and India.  She represents AE for the Organization. |
| Guoguang Chen  Mgr IT Arch  USA | 50 months | Guoguang is working as UPM Dev Lead. Responsible for :-   1. **Assigning work** to team members. 2. **Manages delivering** of AE services on time from developers. 3. **Check with release management** team for AE services production deployment. |
| Raini Chandra  Mgr IT  USA | 4 months | Chandra is working as UPM Dev Lead and assigning work to team members. He recently joined UPM from WESB team.  Responsible for :-   1. **Assigning work** to team members. 2. **Manages delivering** of AE services on time from developers. 3. **Check with release management** team for AE services production deployment. |
| Doug Hassman  Apps Dev Cnslt  USA | 38 months | Doug is working as developer   1. **AE Tricare** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **works in task tracker** |
| Francis Adelman  Sr. Apps Devpr  USA | 14 months | Francis is working as Senior software developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Ann Ngo  Apps Devpr  USA | 10 months | Ann is working as software developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Fran Soifer  Apps Dev Cnslt  USA | 24 months | Fran is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Robert Rudin Jr.  Sr. Apps Devpr  USA | 12 months | Bob is working as Senior software developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Timothy Gallagher  Apps Dev Cnslt  USA | 1 month | Tim is working as developer. He recently joined UPM for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Vetrivel Mylsami  Apps Dev Cnslt  USA | 1 month | Vetrivel is working as developer. He recently joined UPM for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Marsha Tangen  Apps Dev Cnslt  USA | 38 months | Marsha is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. 3. **works in task tracker** |
| Xiadong Yao(Peter)  Apps Devpr  USA | 1 month | Peter is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Umang Shah  Apps Dev Cnslt  USA | 2 months | Umang is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Anil Gogia  SR Tech Arch  India | 96 months | Anil is working as AE Offshore head for delivering AE services from UPM, WMB, Infra Foundation Framework and Quality Assurance, Testing and Infrastructure side.  He is responsible for   1. **Gathering new business requirements from SA** 2. **Designing, Architecting, Developing AE UPM3 services** 3. **Integrating other business segments with UPM3 framework** 4. **AE UPM services development and enhancement** 5. **AE Tricare services development and enhancement** 6. **Making customization/enhancement** in **MORC** framework and **MINDI** configuration applications 7. **AE Experience Tool development** AE LogViewer, AESUIT, AE MQ Visualizer and DB Authorization tool 8. **works in task tracker** 9. **Working as Infrastructure resource** for consumer and provider applications for integrating Non prod & prod services issue 10. **Working with QA testing team** for testing effort and monitoring service quality production issues 11. responsible for **12 x 7 x 365** AE applicatio support for production environment 12. responsible for **assigning and managing** work deliveries |
| Romil Bajpai  Associate Lead  India | 24 months | Romil work as UPM lead developer for  a) **AE UPM** **services development** and enhancement.  b) **attends SA walk thru** to understand service functionality |
| Sanjay Chaudhary  Sr Software Egr  India | 44 months | Sanjay is working as developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality |
| Himanshu Arora  Sr Software Egr.  India | 42 months | Himanshu is working as developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality |
| Ayodhayanath Guru  Associate Lead  India | 40 months | Ayodhayanath is working as lead developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **works in task tracker** |
| Ugender Kokkarkonda  Technical Specs  India | 40 months | Ugender is shared resource and work as UPM developer for   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **WESB services** |
| Sunil Nagumalla  Technical Specs  India | 40 months | Sunil is shared resource and work as UPM developer for   1. **AE UPM services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **WESB services** |
| Mallikharjun Vemula  Software Engineer  India | 34 months | Mallikh work as Operational team member for   1. **Service Deployment and Production ticket fixing**. |
| Amit Puri  Software Engineer  India | 12 months | Amit work as Operational team member for   1. **Service Deployment and Production ticket fixing**. |
| Grih Prakash Singh  Software Engineer  India | 4 months | Grih Prakash work as UPM developer for   1. **AE UPM services development** and enhancement. |
| Gaurov Ojha  Software Engineer  India | 24 months | Gaurov is working as developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality |

**Facts which set him apart –**

* **All other team members have either less experience on these assets compare to Anil or exposure of few sub applications where they get an opportunity to work. No one in the team worked on all Application Enablement’s proprietary sub components and sub applications - UPM , WMB, Foundation framework, MORC, MINDI, LISA, XI52 tools and technology except the Anil.**
* He is the only member of team working on **all sub application, sub components of Application Enablement and developed UPM3 Framework** which he needs to integrate with Application Enablement’s consumer and provider business applications and has deep knowledge of these framework and associated tools and applications. He has worked on almost all sub applications of Application Enablement segment.
* By working on these assets from last 96 months Anil has gain hand on knowledge on **ICD 9 Procedure code ICD 9 Diagnosis code**. Anil has also developed **ICD 10 testing tool** which is very important in ICD 10 migration testing.
* As Anil has conceptualized and worked on the implementation of **Application Experience tools** like AE LogViewer, AE SUIT, DB Authorization Governance tool using underlying databases technology likes Mongo DB, DB2, Oracle, SQL Server etc. He has knowledge on ALM defect logging tool, HPSM, HP QTP automation tool, CA Lisa Service virtualization tool, IBM Aqua Logic User Interface tool.
* **Design and formulate** the process of retrieving data for different sub applications of the Application Enablement and assist different tiles & bundles which interact with each other.
* **Specialized in the solution frameworks** – Requirements & Solutions Analysis which is a legacy process followed in solution applications.
* Has **contributed to the internal design patterns library** and has been using the organization wide standard patterns within the **Optum Digital Intelligence Network (ODIN) application**. Along with this, he also mentors the teams in adhering to these guidelines.
* Beside this he gained **on job training on knowledge of Claim and Provider** subject matter expert (SME)
* Anil has **deep knowledge of claim, provider, member, Diagnosis code, Procedure code, sales, agent, compliance domains** which he gained in last 96 months in UHG. No other team member covers all these aspects.
* Anil has developed **MINDI configuration tool**, has knowledge on **monitoring tools for diagnosing production server health status** like Compuware Agentless tool, Nagios Monitoring tool, **developed in house tool for administering and monitoring AE production servers and service behaviors** like AE LogViewer tool, AE SUIT and AE MQ Visualizer tool, Matrix reporting tool and FTP-SFTP migration utility tools which has been used across the organization. He the only person who has the knowledge of all these tools.
* Anil understands needs of these applications and has great in **depth knowledge of UHG in built applications and products**, it’s very easy for him to precisely integrate and implement these business applications with Application Enablement business and clients with less time and hence less associated cost.
* Collaborate with UnitedHealth Group Continuous Improvement Team in providing performance improvement solutions.
* These skills makes him unique and critical for AE department as he is the only single person who knows Medical HealthCare Business and responsible for designing, architecting and implementation of new UPM 3 Framework which can lead to easy usability and will make UPM3 services more efficient.
* He is the only person across all locations in the organization that has knowledge of various Business applications ranging from Employer Portal, Member Portal, Claim Processing to Claim and Fraud detection. Since he has exposure to these business applications during his stay in United.

**Foreign Organization Chart:-**

Application Enablement department is doing some reorganization changes for better management and to align with dynamic changes in Business and Healthcare Industry. We are expanding our team in USA as we need more team members who work from USA location and US candidate to do Tricare Military programs.

**Below is our entire Organization chart for Application Enablement**

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Entire organization chart for USA and India for Application Enablement talks about United Programming Model department, headed by Anvita Akhtar, Director Technology.

Anvita Akhtar Organization Structure: -



Offshore Team Organization Structure:-



1. **How did Anil Gogia obtain Special Knowledge?**

**Beneficiary’s knowledge, education, training employment which identified the beneficiary’s specialized knowledge as his expertise in the company’s Application Enablement (AE) System**

Anil Gogia has been on Application Enablement program **right from its inception**. Application Enablement program is categorized into several bundles/tracks like Core UPM, WMB, FF, AE Experience, MINDI, MORC Core, Analytics & Exchanges etc. Of these track UPM MORC Core is a horizontal track that serves as a technical enabler for the other tracks. Anil Gogia was instrumental in putting together a framework that made the development much smooth and he continues to provide technical guidance across the spectrum. Apart from this, he is also learned Hadoop and is working on Proof of Concepts having seen the potential of Hadoop within the Analytics track.

**Learning from Education: -**

Anil Gogia did **graduation in Medicine**, duration of five and half years where he learned Human Anatomy (Study of Human Body), Osteology (Study of Human skeleton) , Physiology (Study of Human Organs), Pathology (Study of Human Disease), Pharmacology (Study of Drugs for treatment of disease),Jurisprudence (Study of Medico legal cases, Post mortem, Poisons, Insanity), Gynecology (Study of Human Female disease and its treatment), Obstetrics (Study of Human Pregnancy and its treatment ), Medicine (Study of disease, diagnosis, treatment), Surgery (Study of various surgical operatives), Orthopedics (Study of bones and operative treatment), Pediatric (Study of child disease and its treatment), Ophthalmology (Study of Eye and its treatment), E.N.T (Study of Ear Nose Throat and its treatment), Dermatology (Study of Skin disease and its treatment), Respiratory/Pulmonary (Study of Respiratory tract – Lungs and its treatment), Cardiovascular (Study of Heart and Vascular system and its treatment) and Renal (Study of Urinary tract system- Kidney and its treatment) and Emergency Medicine.

Anil’s Medical Health Care knowledge helps him to understand Patients/Members and Providers needs better than anyone in the department because of his education and learning, training during his clinical experience and hands on practical experience in the department. Technical knowledge helps in implementing the Client or Provider Business system needs for Automation by developing Software.

He learned specialized skills **through Education, on job experience in clinical, IT and UHG.**

He is having Specialized knowledge in US Healthcare – Certified PAHM (Professional, Academy for Healthcare Management) PAHM where he learned the following in detailed way. <http://www.ahip.org/ciepd/options/courses_mcmanagement.html#ahm250>

* The evolution of healthcare delivery in the United States
* Basic concepts of health plans
* How to distinguish among HMOs, PPOs, POSs, and managed indemnity
* The characteristics of health plans for specialty services
* Different types of provider organizations
* The essential functions and activities within the operations areas of health plans
* Concepts of rating, underwriting, financing, and claims administration in health plan environments
* Important legislative and regulatory issues affecting the health plan industry
* Principal ethical issues confronting health plans

He did his post-graduation in Masters in Computer Applications where he learned detailed Computer software technologies.

He has also provided certificate for all his education and training in the application as evidence.

**Learning from Training and Employment: -**

He did certification in Finance, Healthcare domain and computer technologies i.e.:-

**Finance Expertise: –** Recently he learned financial knowledge for that he did certification in financial markets from very renowned India biggest Stock Exchange, National Stock Exchange, NSE, as UPM 3 Framework integration requires for Financial applications of United like Payable, OHFS (Optum Health Financial System, OHBS (Optum Health Financial Banking System) which send financial reports and do financial operations on behalf of member or Insurance firms and to check and pay premium, calculate TPA (Third Party Administration) work, to help Insurance and Risk analysis work i.e. actuaries.

National Stock Exchange India Certified Financial Markets: A Beginners' Module (NCFM)

National Stock Exchange India Certified Investment Analysis and Portfolio Management Module (IAPM)

National Stock Exchange India Certified Equity Derivatives: A Beginner's Module (ED)

**Healthcare Expertise: –**

Specialized knowledge in US Healthcare – Certified PAHM (Professional, Academy for Healthcare Management)

**UnitedHealth Group Consumer Data Models: –**

Optum Digital Intelligent Network (ODIN) [Expert]

Employer E Services (EES) [Expert]

Integrated Service Experience Tool (ISET) [Expert]

Business to Business Portal (B2B) [Expert]

Member Portal MY United Health Care (MYUHC) [Proficient]

I Listen,Educate,Assist, Delight (iLEAD) [Proficient]

Business to Consumer (B2C) [Proficient]

**UnitedHealth Group Provider Data Models: –**

Consumer Database (CDB) [Expert]

Network Database (NDB) [Expert]

The Online Processing System (TOPS) [Expert]

Consolidated Eligibility Systems (CES) [Expert]

**Language Expertise: –**

British Council Skill course at the level of Impact Upper Intermediate

**Technical Expertise: –**

Certified Core Spring 3.0 Framework

Oracle Certified Associate SQL Fundamental

Mongo DB Certified

Sun Certified Java Programming

Sun Certified Web Component Developer

Sun Certified Business Component

Fortify Software Associate Level Certification Secure Static Code Analyzer (SCA) toolset

Business Process Modeling (BPM) :-

Certificate of Achievement in Pega PRPC: Implementation Methodologies

Certificate of Achievement in Pega PRPC: BootCamp 6.2

Certificate of Achievement in Pega PRPC: Fast Track 6.2

IBM Accelerate, Secure & Integrate with Web sphere Data power SOA Appliances V3.8 WB560

IBM's BEA Aqua Logic Interaction 6.0 Portal Admin for Developers Ed 1 PRV

IBM's BEA Aqua Logic Interaction IDK 6.0: Part 1 - Develop Portlets ED1 PRV

IBM's BEA Aqua Logic Interaction IDK 6.0: Part 2 - Develop Web Services ED1 PRV

IBM Web sphere Transformation Extender (WTX) and Data Stage

IBM Accelerate, Secure and Integrate with Web sphere Data power SOA Appliances WB555

CA Technologies Certificate of Completion of CA LISA r7.0: Virtualize Fundamentals 200

Mastered Web Services & SOA Truly with Passion from Java Programming with Passion!

**Compare and contrast Anil Gogia’s Knowledge, Education, Training and Education with other employed in the industry performing the same or similar type of work.**

Application Enablement is UHG proprietary business application, so it’s not possible to compare knowledge, Education and Training provided to Anil Gogia to outside UHG or in market. So below is Comparison with others AE team members across US and India with their knowledge, Education, Training and area of work scope.

| **Team Members Name and Title** | **# Month’s of Experience with UHG technology** | **Education Specialized Training/**  **Certifications** | **Salary Grade** | **Brief description of job duties noting unique skillset** |
| --- | --- | --- | --- | --- |
| Anvita Akhtar  Director Technologies  USA | 124 months | Master in Science(MSc)  Java, J2EE, UPM | Grade 30 | She is heading entire AE UPM department, responsible for End to end deliverable. She represents AE for the Organization. |
| Guoguang Chen  Mgr IT Arch  USA | 50 months | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 29 | Guoguang is working as UPM Dev Lead.  Responsible for :-   1. **Assigning work** to team members. 2. **Manages delivering** of AE services on time from developers. 3. **Check with release management** team for AE services production deployment. |
| Raini Chandra  Mgr IT  USA | 4 months | Bachelor of Science  (Computer)  Java, J2EE, AE, WESB, UPM | Grade 29 | Chandra is working as UPM Dev Lead and assigning work to team members. He recently joined UPM from WESB team.  Responsible for :-   1. **Assigning work** to team members. 2. **Manages delivering** of AE services on time from developers. 3. **Check with release management** team for AE services production deployment. |
| Doug Hassman  Apps Dev Cnslt  USA | 38 months | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28 | Doug is working as developer   1. **AE Tricare** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **works in task tracker** |
| Francis Adelman  Sr. Apps Devpr  USA | 14 months | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 27 | Francis is working as Senior software developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Ann Ngo  Apps Devpr  USA | 10 months | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 26 | Ann is working as software developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Fran Soifer  Apps Dev Cnslt  USA | 24 months | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28 | Fran is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Robert Rudin Jr.  Sr. Apps Devpr  USA | 12 months | Bachelor of Science  (Computer)  Java, J2EE, AE, UPM | Grade 27 | Bob is working as Senior software developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Timothy Gallagher  Apps Dev Cnslt  USA | 1 month | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28 | Tim is working as developer. He recently joined UPM for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Vetrivel Mylsami  Apps Dev Cnslt  USA | 1 month | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28 | Vetrivel is working as developer. He recently joined UPM for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Marsha Tangen  Apps Dev Cnslt  USA | 38 months | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28 | Marsha is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. 3. **works in task tracker** |
| Xiadong Yao(Peter)  Apps Devpr  USA | 1 month | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 26 | Peter is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Umang Shah  Apps Dev Cnslt  USA | 2 months | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28 | Umang is working as developer for   1. **AE UPM services development** and enhancement 2. **attends SA walk thru** to understand service functionality. |
| Anil Gogia  SR Tech Arch  India | 96 months | Bachelor of Medicine and Surgery  and  Masters in Computer Applications  Certified in Health Care and Programming technologies  Certification and Training details are given below. | Grade 28  48 K USD | Anil is working as AE Offshore head for delivering AE services from UPM, WMB, Infra Foundation Framework and Quality Assurance, Testing and Infrastructure side.  He is responsible for   1. **Gathering new business requirements from SA** 2. **Designing, Architecting, Developing AE UPM3 services** 3. **Integrating other business segments with UPM3 framework** 4. **AE UPM services development and enhancement** 5. **AE Tricare services development and enhancement** 6. **Making customization/enhancement** in **MORC** framework and **MINDI** configuration applications 7. **AE Experience Tool development** AE LogViewer, AESUIT, AE MQ Visualizer and DB Authorization tool 8. **works in task tracker** 9. **Working as Infrastructure resource** for consumer and provider applications for integrating Non prod & prod services issue 10. **Working with QA testing team** for testing effort and monitoring service quality production issues 11. responsible for **12 x 7 x 365** AE application support for production environment   responsible for **assigning and managing** work deliveries |
| Romil Bajpai  Associate Lead  India | 24 months | Bachelor of Engineering | Grade 26  21 K USD | Romil work as UPM lead developer for a) **AE UPM** **services development** and enhancement.  b) **attends SA walk thru** to understand service functionality |
| Sanjay Chaudhary  Sr Software Egr  India | 44 months | Bachelor of Engineering | Grade 26  20 K USD | Sanjay is working as developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality |
| Himanshu Arora  Sr Software Egr.  India | 42 months | Bachelor of Engineering | Grade 26  16 K USD | Himanshu is working as developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality |
| Ayodhayanath Guru  Associate Lead  India | 40 months | Bachelor of Engineering | Grade 26  21 K USD | Ayodhayanath is working as lead developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **works in task tracker** |
| Ugender Kokkarkonda  Technical Specs  India | 40 months | Bachelor of Engineering | Grade 27  28 K USD | Ugender is shared resource and work as UPM developer for   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **WESB services** |
| Sunil Nagumalla  Technical Specs  India | 40 months | Bachelor of Engineering | Grade 27  34 K USD | Sunil is shared resource and work as UPM developer for   1. **AE UPM services development** and enhancement. 2. **attends SA walk thru** to understand service functionality 3. **WESB services** |
| Mallikharjun Vemula  Software Engineer  India | 34 months | Bachelor of Engineering | Grade 25  12 K USD | Mallikh work as Operational team member for **Service Deployment and Production ticket fixing**. |
| Amit Puri  Software Engineer  India | 12 months | Bachelor of Engineering | Grade 25  10 K USD | Amit work as Operational team member for **Service Deployment and Production ticket fixing**. |
| Grih Prakash Singh  Software Engineer  India | 4 months | Bachelor of Engineering | Grade 25  14 K USD | Grih Prakash work as UPM developer and responsible for UPM 2 service development and enhancement. |
| Gaurov Ojha  Software Engineer  India | 24 months | Bachelor of Engineering | Grade 25  14 K USD | Gaurov is working as developer   1. **AE UPM** **services development** and enhancement. 2. **attends SA walk thru** to understand service functionality |

**Description Anil’s design and development of tools which helped “in triaging the production issues quickly and was later recognized as a remarkable achievement for the project”**

Anil Gogia developed various tools out of that he developed **AE LogViewer** tool for which he was awarded by AE Management, **“Achiever’s Award”**. This tool plays a significant role in triaging production issue and for UPM3 Framework development.



**AE LogViewer tool** – Every business application require to capture services informational and error log information for purpose of auditing and troubleshooting issue in their services in non-production and production environment. These service logs help developer, tester and operational team members to check health status of their application services and rule out any error either at their side or in downstream (service requester) or upstream (data provider) side. Most of the application developer fetches these service log information either log-in into server console or read logs files stored in some file server to check for health status of their services. If services hosted on server are low or transaction hit on these servers are low then fetching log information from server console or file system is fine, but any applications where number of transactions are more and number of interacting applications are higher ion that case it’s a big painful and time taking task (can take hours or some time day) to filter out a specific server log from big Giga Bytes of application server log files and also it requires a high technical UNIX command skills.

Application Enablement application interacts with more than 90 consumer and provider business applications owned by respective business departments and caters millions of transaction in a day. There was need to develop a web tool which allows any person irrespective of their technical or non-technical skills to search and filter out a specific service logs from server log files easily and quickly. AE LogViewer tool was developed by Anil Gogia to help in quickly and easily finding service logs for that he wrote intelligent search algorithms and without user requiring knowing UNIX commands. Following are benefits: -

1. developer, tester, operation member, system analyst can easily fetch a specific service logs based upon various search parameters from big log files storing logs from various server (in clustered environment).
2. AE LogViewer search algorithm takes less than 5 seconds to filter out logs by providing any of the search criteria like –
   * + 1. Service Name
       2. Consumer Application Name
       3. Provider application Name
       4. Duration during which one wants to filter out logs
       5. Erroring Service logs
       6. Environment Name – non-production and production servers
3. AE LogViewer tool return the logs in the readable format and uses color combination to display out error and success.
4. This tools allows logs information to store in database for 96 hours(4 days) rather than deleting it out from server logs
5. AE LogViewer restricts unauthorized access of service logs as it used LDAP authentication which can allow access to authorized person. To get access for AE LogViewer tool one has to raise Secure SAT request after that only permissible user gets access.
6. Operational team members to quickly search service error logs during production war room. As in production war room all are looking to find out where the issues is and after diagnosing the issue layer they need to talk about how soon they can fix issue so that application should work quickly. In most of production war room issue it is very important to find out where the issue is as consumer are facing problem while accessing their health claim etc. Information which is critical for them. This application helps operational team member to quickly (in 2-5 seconds) filter out big server log files and allow them to access service request and response logs which hints about the root cause. This tool has functionality to save those error logs in database for 3-4 days if someone wants to revisit later point of time rather than deleting from server. This tool acts as a savior as fetching logs from server console takes hours for a particular service log, by this it helps to find out root cause of prod war issues in 1-2 minutes. So that all can focus on how soon they can take corrective action.
7. Tester team members need to test AE service behavior after getting services from developer team. This tool helps them to search and filter backend request and response easily as everyone in team is not very technical to fetch logs from server. This web tool helps them in filtering out service logs using that they check and compare service specification versus what is expected from AE service to send business data as per business rules and what AE is receiving back from backend provider application. This tool helps them to find out issues in AE service during testing phase.
8. Application developer use this tool while developing or enhancing AE services and in defect fixing to see what their application layer is sending to provider application and what response provider application is sending for that particular test case. This tool also helps them to know what request data consumer is requesting and what response they finally sending out to consumer business application. It a very helpful tool for developer to develop and fix the issues in their services and finding out root cause issue.
9. System Analyst use this tool to check existing behavior of consumer service and AE service and backend services behavior which helps them to know how new requirement can be integrating without impacting working scenarios.

AE interact with various consumer (service requesters) and provider (data provider) business applications for transaction of business data based upon the consumer access (authentication and authorization)

This tool helps an application developer and even a quality/test team member to fetch service logs to see what data UPM is sending to Provider application and what data UPM is getting back**.** Since this tool is web based tool, easy to operate and search.

AE LogViewer tool is architecture on the line of processes of AE application by using the existing technologies used in the application*.* AE application caters around 10-12 millions transactions per day related to Claims transaction/Provider, Member registrations, which is quite significant for any Healthcare application. Since the request volume is so high it is always anticipated to have large number Production issue for such complex application. To provide service to such numerous requests, architecture of AE application is quite complex and very critical from business user’s standpoint. For any Production support team, it becomes very hard to underline the reported issues and to resolve them provided the system is so complex and the processes are manual. Normally Issue resolution process involves manual effort and timelines are very strict to resolve them because Business wants it resolved ASAP so as to avoid the hefty financial risk. Chances of committing mistakes are very high due to major manual effort. To overcome the stated issues, AE LogViewer helps in automating the entire processes to 85%, which also led to high quality of issue resolution.Currently, its pilot phase implementation showed outstanding results in terms of time/dollar savings, expected to implement to all the AE clients during Mr.Gogia Visit to U.S.A.

He published AE LogViewer and Production troubleshooting user guide in to AE Organization tool and utilities share point for team and consumer and provider team members. Attached is the document for reference.



Attached is technical and user guide document detailing out AE Log Viewer features and functionality.

**Detailed description evidence of Anil Gogia Specialized skills: -**

Anil Gogia is looking after the delivery of the Application Enablement program from offshore. He provides the functional oversight and technical to the offshore team. Given his knowledge on varied internal systems, his support to enterprise wide programs like UPM, WMB is very critical. He is a go to person for all the clarifications related to UPM integration with the consuming applications. This requires highly level of functional understanding of the applications that are integrated with UPM. Anil is probably the one of the few persons in the organizations who has a wide understanding of all the internal applications are integrated with UPM.

Anil Gogia is Subject Matter Expert (SME) for Application Enablement. In AE United Programming Model services needs to implement Business logic for Business Data transformation and Business Policies and Rules implementation in a generic way to compliance with State and Federal Legal laws like HIPAA, and also to protect Personal Health Information of Health Insurance Subscriber and its dependents. The security and maintenance of this application is a top priority as the AE system stores highly secure member information, including social security numbers and member demographic information. The highly proprietary and confidential information stored and flow with in AE are protected by Federal law, where any unauthorized access, use or distribution of information is strictly prohibited. As such, the system was designed and built completely within the Company, and only authorized members have access to maintain, and customize the system.

UPM (United Programming Model) — is a propriety application of UHG. It is a middle layer process model, which provides Health Care solutions to the different consuming applications within UHG. It acts as a one stop shop which caters healthcare routing solutions. All the business logic pertaining to health care policies resides in the solutions provided by this model.

Anil is the Subject Matter Expert (SME), techno functional point of contact of UPM, WMB and Data power. He is well acquainted with all the internal process and tools that are developed for the application.

TRICARE is the health care program for active duty U.S. military service members, armed services retirees and their families, and is divided into three regions (North, South and West). United Healthcare Military & Veterans was awarded the Managed Services Support Contract for TRICARE in the West Region. For his contribution in design of secure Tricare service development architecture, he was awarded with “Challenge Coin” as recognition of demonstration of values and commitment in support for healthcare operations to newest beneficiary group and Recognition Certification from Chief Information Officer (CIO) John Santelli, Chief Technology Officer (CTO) Mike Connly and Chief Operating Officer (COO) Mark Duhaime.

Mr. Anil specialized knowledge of the AE system includes expert knowledge on ALL 12 functional modules, technically expertise, and complex system integration expertise. Below, please find an illustration of the complex AE system interaction with consumer application.

Anil Gogia is looking after the technical delivery of the Application Enablement program from offshore. He provides the technical oversight to the offshore team. Given his knowledge on varied internal systems, his support to enterprise wide programs like UPM, WMB is very critical.

His technical leadership is being highly valued by various stakeholders. He was once awarded UHG’s most prestigious award ‘Sustaining Edge’ for his technical delivery excellence and leadership for AE Business Enterprise Services that he built. On December 2013 he was awarded by ‘Manager Excellence’ award for his initiative of UPM3 Framework and on October 2014, he received ‘Best Manager’ Technology award for his proposed design and architecture for Entera Decommission Framework and successful integration of UPM3 Framework successful with Member Portal as Proof of Concept.

**Description of product, service tool, research, equipment, process, or procedure Anil Gogia uses that involves specialized knowledge.**

UPM3 Framework allows consumer and provider applications to fetch business data in contract to the business service level agreement. Following are the tools and applications which are required in UPM3 Framework. Below is UPM3 Framework architecture which talks about various tools and applications constitute UPM3 Framework.



Anil has designed and architected UPM3 integration with ODIN consumer application.

He developed these tool and applications which are proprietary to Application Enablement.

* **AE LogViewer tool –** web tool used to search and filter service logs from AE non-production and production server for AE services without require to login to server. This tool help in quickly and easily finding service logs for that he wrote intelligent search algorithms and without user requiring to know UNIX commands. (More details about this tool are provided above in previous query.)
* **AE SUIT tool –** Group of tools required to check connectivity, logging and security of AE backend provider applications.
* **AE MQ Visualizer tool –** Application require to check health status of legacy systems and message queues operations for Network Data Base (NDB), Common Data Base (CDB), The Online Processing System (TOPS), Cosmos claim engines.

He published one white paper in Software Testing Conference which depicts benefits of AEMQVisulaizer tool. How AEMQVisualizer tool is better tool for the work we do in Application Enablement for MQ message operations while interacting with different business applications of different platforms, operating systems and disparate technology, comparative study with other MQ Operations tools.



* **AE MORC Framework -** Modular OSGI Runtime Container (MORC) Framework composed of three main components:

**a) Bridge Application:** acts as a registry of all AE services available for consumer and provider business applications to consume. This application runs the Felix OSGI container in an application server (e.g., WebSphere). It acts as a bridge between application server HTTP threads and the OSGI container. It reflects health status of AE services post deployment means with this application we can find out which AE service is having run time issue post deployment of services so that one can look into root cause.

**b) MINDI: MORC Integration Director: -** User Interface for the dynamic configuration capability in MORC. This can be configured to connect to multiple environments. Access business web services in each environment to read and update configurations, no direct DB connection

**c) Core Framework Bundles: -** UHG proprietary applications build on OSGI bundles that provide base functionality: core, configuration services, unit test framework. This is required for the Bridge and MINDI applications to function. Provides Business Framework base classes, interceptors, logging, and many other framework capabilities for service development





Attached is UPM 3 MORC and MINDI document which Anil developed and published in AE department share point which talks about business configuration management tool.



* **AE Metrics Reporting Tool -** He has developed Metrics reporting tool. It is used across the UHG to keep tracking of different incident tickets opened for different applications. All information related to tickets (Incidents, problem and change) like status, assigned group, service level agreement (SLA), backlog management index (BMI) has been maintained by this tool. It is very useful to keep track of priority tickets and SLA and productivity of different projects.
* **ICD10 Migration Testing Tool –** Anil has developed testing tool to test ICD 9 to ICD 10 Migration. Across the UHG Applications undergoing for ICD 9 to ICD 10 migrations, it is very useful tool to automate the testing for Large and medium size data warehouse. Any project can use it to validate successful migration for codes.
* **FTP - SFTP Migration Utility –** Anil has developed a utility to migrate FTP to SFTP. Across the UHG tool is being used by different applications to migrate from FTP to SFTP
* **Business domain knowledge -** Anil is trained claim and provider subject matter expert (SME) and has hands of knowledge of health care domain as well as AE, UPM, WMB, FF and AE Experience and M&R data applications. Due to his expertise on these systems, he has been involved in following major projects –
* **ICD 10 Changes :-** As a part of the healthcare reforms, Application Enablement (AE) application is undergoing major ICD 9 to ICD 10 conversion changes under the field expansion project. It is needed to have the ICD-10 codes implemented in all transactions for physician and patient encounters or patient discharges
* **Tricare Integration:** TRICARE is the health care program for active duty U.S. military service members, armed services retirees and their families, and is divided into three regions (North, South and West). United Healthcare Military & Veterans was awarded the Managed Services Support Contract for TRICARE in the West Region. The TRICARE West contract has five year duration, is worth $1.7B in revenue, brings 2.9M members to United HealthCare, and represents United HealthCare’s entry into the Department of Defense Health Care market. AE integrated TRICARE provider data from NDB.

His role was limited to the design and development since there is a legal restriction that Tricare work implementation and integration cannot be done from offshore (non US team) member so subject matter experts for existing systems required to be at US location, so most of US team members got engaged for implementation and for integration. So Anil focused entire his efforts in UPM3, WMB and Foundation framework for commercial applications. Now with UPM 3 Framework development, now need is to integrate UPM3 in TRICARE.

For his contribution in design of secure Tricare service development architecture, he was awarded with Prestigious and Honorable **TRICARE “Challenge Coin”** as recognition of demonstration of values and commitment in support for healthcare operations to newest beneficiary group and **Recognition Certification** from Chief Information Officer (CIO) John Santelli, Chief Technology Officer (CTO) Mike Connly and Chief Operating Officer (COO) Mark Duhaime.





* **UPM3 integration with Medica/PCP:** Earlier this year, UHG acquired two health plans in Florida Medica and Preferred Care. Anil is working to integrate the acquisitions into UPM3 framework. He is working as SME to gather requirement and later on code development. It requires estimation, analysis with business

UHG wide job scheduling tool migration from autosys to Tivoli work load scheduler and FTP to SFTP migration is in process. He will be coordinating the process to smooth migration without any impact on business.

**Combination of Technical skills and healthcare domain like Claim, member, provider and Medicare -Medicaid implemented in Application Enablement system makes him unique. Other team members who are working on same applications have less experience of applications as well as in industry.**

**Description to show minimum amount of time required to obtain the knowledge including the training and actual experience accrued after the completion of training**

Anil Gogia is working on Application enablement since its inception. Anil has basically two set of skills.

1. UHG proprietary application knowledge like Application Enablement, United Programming Model - UPM3 Framework, Web sphere Message Broker(WMB), Foundation Framework, AE Experience tools like AE LogViewer, MORC Framework, MINDI configuration application Foundation Framework, AE MQ Visualizer. Business process model knowledge of this framework is applicable to UHG business healthcare applications and proprietary to UHG, which can be learned while working with United Health Group organization business applications only.
2. Technical skill set – AE implemented and customized use of the following tools, technology and products like IBM *XI52 Data power appliance, Layer 7, Hibernate Framework, Spring Framework, DB2, Open Source Gateway Initiative (OSGI), Representational State Transfer (REST), Simple Object Access Protocol (SOAP) web services, Message queue, LISA virtualization tool, Data Stage, Web sphere Transformation Extender, SQL Server, UNIX, Mongo DB, Autosys, Websphere Server Administration, HPSM production incident tracking tool and Compuware vantage and Agentless monitoring tool*, in their business applications in their own way to utilize capabilities of these in Securing, Data Transformation and Routing, Data Virtualization and Monitoring of their complex business applications to behave like plug and play Product rather than acting as standalone applications.

It will take 9-12 months for candidate with right technical skills to get train by providing intensive training on Application Enablement (AE) United Programming Model 2 and UPM 3 and Web sphere Message Broker 8 (WMB) and Foundation Framework knowledge, MORC Framework, MINDI configuration application, AE LogViewer, AE SUIT, AE consumer and Provider data model and AE non-production and production environment and existing Entera service working knowledge and proposed Entera Decommission Framework, business domain and process knowledge of US Healthcare Insurance, Provider and Claim processing.

It takes around another 9-12 months for a person to be well versed with AE system, understanding the complex business logic and independently interact with business for resolving their queries. Then candidate will reach to the level he can understand AE system. Exact timeframe when can candidate start to add value, suggestion to existing system, propose estimation, design and architect solution it all vary upon individual to individual learning attitude and interest.

In short for an experienced technical person it will take minimum of 18-24 months to get him trained to a competency level where he can design, implement and integrate systems.

**Indicate and provide documentary evidence to show whether this knowledge is held by others employed by your organization or by other employers in the United States and abroad.**

Most of the Existing Application Enablement US and India team are working on AE UPM2 Service delivery as most of the team members are relatively new as compared to him. In entire AE team, Anil Gogia is the only one who worked on designing, architecting and implementation of UPM 3 framework, UPM2 to UPM 3 Migration along with AE Experience tool development of AE LogViewer, MORC Framework and MINDI required to move AE from Application to HealthCare Product with the help of various AE tools for monitoring, managing and administrating UPM3 Framework.

* UPM3 Framework uses various UPM3 AE Experience application tools like MORC, MINDI, AE LogViewer which all are proprietary business application Framework of United Health Group. So learning of these application, framework and tool can be possible working with United Health Group which is not known to anyone outside United Health group. In our AE department, Mr. Gogia is the only resource in AE core technical team who is working on this UPM3 Framework for last 12 months and has excellent understanding in every aspect.

His role is also critical because he has worked with the functional and technical side of this application. He understands very accurately AE Consumer and Provider business data model and their service behavior.

* Entera Decommission Framework: - United Health Group Entera application interacts with provider application called COSMOS, a claim engine, through a third party external tool SB Gateway, for which United Health Group is paying a hefty license fees. Anil Gogia proposed a technical approach to connect to COSMOS provider applications without going through third party tool, by which United can save a million dollar of license fees every year. This Entera Decommission Framework will be again proprietary as it will talks about connectivity approach with COSOMOS, which is again another proprietary application of United Health Group.
* Dual role of Development and Production Support: - For an application usually Development and Production support activities are performed by separate set of resources. AE has different team for development and production support at onshore. But At offshore, he is the only one from the entire AE offshore team who perform both activity AE Development and Production Support of 12 x 7 x 365 (7:00 PM CST to 7:00 AM CST) and participate all production war room during offshore day time (onshore night time) working for last 96 months in both activities he got maximum exposure of AE services and learned functional and technical knowledge of AE Consumer and Provider services.

Team members other than Anil Gogia have exposure of those services and subcomponents of AE in which they get an opportunity to work upon, since most of the team members are in system ranging from 1 month to average of 3 years. Anil is the only one who has worked with all AE sub components and almost 800 + services of AE because of his maximum stay in the AE.

In Production Support you cannot be selective to support few services; one must have knowledge and exposure of all their application services. Anil works as SME of AE because of his exposure of service development, production environments and knowledge of service behavior of AE as well as Consumer and Provider services.

To compare Mr. Gogia with other AE team members, I’d say that he has the maximum experience and matching knowledge to expedite any consumer and provider integration requirement with UPM3 Framework whether it’s big or small, since it requires knowledge of the entire module of this complex application and Mr. Gogia is the only one who has worked in almost all the areas of this application.

| **Team Members Name and Title** | **# Month’s of Experience with UHG technology** | **AE Components Knowledge and Hands on** | **Consumer and Provider Business Domain** | **Brief description of job duties noting unique skillset** |
| --- | --- | --- | --- | --- |
| Anvita Akhtar  Director Technologies  USA | 124 months | AE | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | She is heading entire AE UPM department, responsible for :-  a) End to end deliverable  b)Development AE Business services  c) AE integration and administrative tool  d) UPM3 Framework development  e) Quarterly based AE UPM2 and UPM3 business services for consumer applications d) Integration of UPM3 services for all existing and new United consumer and provider business applications  e) Off release development  f) 24x7x265 production support across USA and India.  She represents AE for the Organization. |
| Guoguang Chen  Mgr IT Arch  USA | 50 months | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Guoguang is working as UPM Dev Lead.  Responsible for  a) Assigning work to team members.  b) Manages delivering of AE services on time from developers.  c) Check with release management team for AE services production deployment. |
| Raini Chandra  Mgr IT  USA | 4 months | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD, GPS, OVATIONS | Chandra is working as UPM Dev Lead and assigning work to team members. He recently joined UPM from WESB team.  Responsible for  a) Assigning work to team members.  b) Manages delivering of AE services on time from developers.  c) Check with release management team for AE services production deployment. |
| Doug Hassman  Apps Dev Cnslt  USA | 38 months | UPM  Task Tracker  LISA | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD, CAREONE | Doug is working as Developer for AE Tricare services and manages task tracker. He attends SA walk thru to understand service functionality |
| Francis Adelman  Sr. Apps Devpr  USA | 14 months | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD, UBH, FACETS | Francis is working as Senior software developer for developing AE UPM services and attends SA walk thru to understand service functionality. |
| Ann Ngo  Apps Devpr  USA | 10 months | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Ann is working as software developer. She is responsible for developing AE UPM services and attends SA walk thru to understand service functionality. |
| Fran Soifer  Apps Dev Cnslt  USA | 24 months | UPM, LISA | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Fran is working as Developer. She is responsible for developing AE UPM services and attends SA walk thru to understand service functionality. |
| Robert Rudin Jr.  Sr. Apps Devpr  USA | 12 months | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Bob is working as Senior software developer. He is responsible for AE UPM services and attends SA walk thru to understand service functionality. |
| Timothy Gallagher  Apps Dev Cnslt  USA | 1 month | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Timothy is working as Developer. He recently joined UPM and working on AE UPM Services. |
| Vetrivel Mylsami  Apps Dev Cnslt  USA | 1 month | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Vetrivel is working as Developer. He recently joined UPM and working on AE UPM Services. |
| Marsha Tangen  Apps Dev Cnslt  USA | 38 months | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Marsha is working as Developer and develops AE UPM services and attends SA walk thru to understand service functionality. |
| Xiadong Yao(Peter)  Apps Devpr  USA | 1 month | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Peter is working as developer. He is responsible for developing AE IPM services and attends SA walk thru to understand service functionality. |
| Umang Shah  Apps Dev Cnslt  USA | 2 months | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Umang is working as developer. He is responsible for developing AE UPM services and attends SA walk thru to understand service functionality. |
| Anil Gogia  SR Tech Arch  India | 96 months | UPM  Foundation Framework  WMB  AE Experience tools – AE LogViewer  MORC  MINDI  AE SUIT AeMqVisualizer, DB Auth Governance tool LISA  WTX  WESB  ITG deployment tool  HPSM | MIM, OPTUMRX,, B2B, B2C, COMET,MEDICA, PTP, EAS, COSMOS, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD, FACETS, UBH, VAS | Anil is working as AE Offshore head for delivering AE services from UPM, WMB, Infra Foundation Framework and Quality Assurance, Testing and Infrastructure side.  He is responsible for  a) Gathering new business requirements from SA  b) Designing, Architecting, Developing AE UPM3 services  c) Integrating other business segments with UPM3 framework  e) Making customization/enhancement in MORC framework and MINDI configuration applications  f) AEExperience Tool development AE LogViewer, AESUIT, AeMqVisualizer and DB Auth tool  g) Working as Infrastructure resource for consumer and provider applications for integrating Non prod & prod services  issue  h) Working with QA testing team for testing effort and monitoring service quality production issues |
| Romil Bajpai  Associate Lead  India | 36 months | UPM, LISA | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Romil work as UPM lead developer and responsible for UPM 2 service development and enhancement along with people lead. |
| Sanjay Chaudhary  Sr Software Egr  India | 44 months | UPM, WMB, LISA | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD, UBH, FACETS | Sanjay work as UPM developer and responsible for UPM 2 service development and enhancement. |
| Himanshu Arora  Sr Software Egr.  India | 42 months | UPM, WMB, LISA | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Himanshu work as UPM developer and responsible for UPM 2 service development and enhancement. |
| Ayodhayanath Guru  Associate Lead  India | 40 months | UPM, Pega | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Ayodhayanath work as UPM developer and responsible for UPM 2 service development and enhancement and enhancement along with people lead And work as Task tracker developer. |
| Ugender Kokkarkonda  Technical Specs  India | 40 months | UPM  WESB | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Ugender is shared resource and work as UPM developer and responsible for UPM 2 service development and enhancement And work as WESB service development. |
| Sunil Nagumalla  Technical Specs  India | 40 months | UPM  WESB | COMET, NDB, CDB, EES, MYUHC, GPS, OVATIONS, UBH, ISET, ILEAD | Sunil is shared resource and work as UPM developer and enhancement And responsible for UPM 2 service development and work as change release manager for WESB service development. |
| Mallikharjun Vemula  Software Engineer  India | 34 months | UPM,  ITG deployment tool,  HPSM Production tracking tool | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Mallikh work as Operational team member responsible for Service Deployment and Production ticket fixing. |
| Amit Puri  Software Engineer  India | 12 months | UPM,  ITG deployment tool,  HPSM Production tracking tool | CDB, EES, MYUHC, OISP, ISET, ILEAD | Amit work as Operational team member responsible for Service Deployment and Production ticket fixing. |
| Grih Prakash Singh  Software Engineer  India | 4 months | UPM | MYUHC | Grih Prakash work as UPM developer and responsible for UPM 2 service development and enhancement. |
| Gaurov Ojha  Software Engineer  India | 24 months | UPM | COMET, NDB, CDB, EES, MYUHC, OISP, ISET, ILEAD | Gaurov work as UPM developer and responsible for UPM 2 service development and enhancement. |