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 United Programming Model 3 (UPM3) and leading implementation of this UPM3 Framework for entire Organization.

Application Enablement program given its magnitude, it works in a matrix form of an organization. While Anil Gogia manages these from delivery prospective in these teams from AE implementation and delivery prospective, he provides direction to all developers on technical areas and he owns all the technical decisions taken in relation to the architecture, designs, best practices & coding guidelines etc.

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

In UHG we have applications which helps Members and their dependents, Providers - Physicians- Preventive Care Providers and Specialists, Nurses, Diagnostics Laboratory, Radiological Laboratory, Pathological Laboratory, Hospitals etc. to enroll patients and to manage patients medical history, treatment, Drugs and Financial part - Health Saving Accounts, Flexible Saving Accounts, Claims Information and Management. Each 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 business applications meant for a specific business functionalities. To connect various business application together so that it can work as an ecosystem, individual who is part of Application Enablement team must know each individual system business knowledge in very deep way, so that they can integrate those systems. Application Enablement interacts with various 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.

Application Enablement United Programming Model (UPM) is the UHG standard for accessing data stores and systems, giving a consistent business answer across clients. The program establishes the 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.

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

He has been associated with the Application Enablement UPM, WMB, Foundation Framework and AE experience tool development for AE Logger, AE SUIT and AE MQ Visualizer tools for AE consumer and provider applications for over 8 years 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.**

Anil Gogia is working as a Senior Technical Architect in Application Enablement (AE). His responsibility are from Business requirement Analysis, Architecting, 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 accessible for all our clients ranging from Stakeholders, Customer, Providers and Staff to save 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**. This 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.

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) 8 years with this project, He has singlehandedly developed a tool called AELogger 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).

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 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 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 the good understanding of this ENTERA decommissioning initiative.

Since the 1st Quarter of 2015, UnitedHealth Group started 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.** As mentioned above Mr. Anil is the SME 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. The implementation of this tool and integration of UPM3 Framework for our customers requires lot of interaction with the business users who are located in the UHG head office at Plymouth, MN, USA. So far pilot phase implementation of this critical tool (AELogger) showed outstanding results in terms of reduction of resolution time. At this time, Presence of Mr. Anil in United States Plymouth ‘office’ will be a great help for all of our customers.

**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 - 10%**

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

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 ISET, ILEAD & B@B, B2C, MYUHC, 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.

* **Analysis and 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 8 years 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 planning about development is done like what needs to be developed/ integrated, how the development 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.

Anil has developed thorough understanding of these data ware houses mapping while working in various projects, analyzing the data models and understanding the business significance of the data stored in various tables. With his rich knowledge and experience in 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 (15%)**

Development and Unit Testing phase involves creation of new business modules, scripts and business message jobs, work flow & test scripts. New modules are 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 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 working very closely 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 (15%) –** 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 modules and he provides root cause analysis and fix within define SLA.

* **Process Improvement (10%) -** Anil Has over 13 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 created MORC and MINDI configuration automation tool which saves 80 percent of manual effort during processing with these systems.
  + Created AE logger 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
* **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 (5%) -**
* 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 AELogger, 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 – 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.

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

Anil Gogia did his graduation in Medicine (five and half years) and did post-graduation Engineering in Computer applications (Masters in Computer Applications – three years).

He has acquired 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 of Medical healthcare knowledge which he earned through his education, training and work experience in United by associated with various united health care applications.

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 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, MORC, AELogger developed by Anil Gogia.

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 more experienced on the specific framework that need to be implemented on this assignment in UHG than others in the team.

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. There are no others at his level with the same skill set. This is the proprietary tool 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 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

Because 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.

For the last 8 years he is working with Application Enablement Project 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.

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, MORC and MINDI) as part of UPM developed by Anil, the knowledge cannot be transferred to any other person in a reasonable amount of time.

**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 is no Senior Technical Architect in AE team, but there are two AE team members in US who are at the level of Anil Gogia, but both are working as Manager Position 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 and is responsible for resource and task allocation.

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.

Below is US and India team structure.



Anil Gogia is at 90th percentile salary band compared to others in the organization at the same Grade Level. He is getting Application Support allowance also due to his specialized knowledge in UHG proprietary applications and providing application support 12 X 7 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 amount in India) which is on very higher side in comparison to other Senior Architects working in UHG India and Indian marketplace.

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

Anil is having specialized knowledge in design/development of ESB programs specifically for Claim, provider and agent-sales within Application Enablement, Member Portal, UPM and Medicare & Retirement domain. He is trained Claim and Provider subject matter expert have 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 Framework (UPM3) 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 Modular OSGI Runtime Container (MORC) Framework and developed underlying MORC Integration Director (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 required 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.

**Issues with current UPM 2 Framework:-**

Currently all AE business services are designed according to UPM2 Framework. Where all 800 plus AE Business services are packaged into a single unit - Enterprise Archive file (EAR). With moving to UPM3 framework, Organization can achieve reduce overall cost and time and 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 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

**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

**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  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 | 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 | 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 | 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 | 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 | 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 | 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 | 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 | Vetrivel is working as Developer. He recently joined UPM and working on AE UPM Services. |
| Vetrivel Mylsami  Apps Dev Cnslt  USA | 1 month | Vetrivel is working as Developer. He recently joined UPM and working on AE UPM Services. |
| Marsha Tangen  Apps Dev Cnslt  USA | 38 months | 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 | 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 | Umang is working as developer. He is responsible for developing AE IPM services and 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  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) AE Experience Tool development AE Logger, AESUIT, AE MQ Visualizer and DB Authorization 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  i) responsible for 12 x 7 x 365 UPM production environment |
| Sanjay Chaudhary  Sr Software Egr  India | 44 months | Sanjay work as UPM developer and responsible for UPM 2 service development. |
| Himanshu Arora  Sr Software Egr.  India | 42 months | Himanshu work as UPM developer and responsible for UPM 2 service development. |
| Ayodhayanath Guru  Associate Lead  India | 40 months | Ayodhayanath work as UPM developer and responsible for UPM 2 service development and work as Task tracker developer. |
| Ugender Kokkarkonda  Technical Specs  India | 40 months | Ugender is shared resource and work as UPM developer and responsible for UPM 2 service development and work as WESB service development. |
| Sunil Nagumalla  Technical Specs  India | 40 months | Sunil is shared resource and work as UPM developer and responsible for UPM 2 service development and work as change release manager for WESB service development. |
| Mallikharjun Vemula  Software Engineer  India | 34 months | Mallikh work as Operational team member responsible for Service Deployment and Production ticket fixing. |
| Amit Puri  Software Engineer  India | 12 months | Amit work as Operational team member responsible for Service Deployment and Production ticket fixing. |
| Grih Prakash Singh  Software Engineer  India | 4 months | GrihPrakash work as UPM developer and responsible for UPM 2 service development. |
| Gaurov Ojha  Software Engineer  India | 24 months | Gaurov work as UPM developer and responsible for UPM 2 service development. |

**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 have expansion plan in USA as we need more team members who are USA citizen (NAC compliant) 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 UPM department, headed by Anvita Akhtar, Director Technology.





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.

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: –**

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

National Stock Exchange India Certified Investment Analysis and Portfolio Management Module

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

**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)  MS(computers)  Java, J2EE, UPM | Grade 30 | 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 | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 29  1,40 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, AE, WESB, UPM | Grade 29  1,25 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28  1,18 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 27  1, 10 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 26  95 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28  1, 20 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, AE, UPM | Grade 27  1,02 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28  1, 05 K USD | Timothy is working as Developer. He recently joined UPM and working on AE UPM Services. |
| Vetrivel Mylsami  Apps Dev Cnslt  USA | 1 month | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28  1, 05 K USD | Vetrivel is working as Developer. He recently joined UPM and working on AE UPM Services. |
| Marsha Tangen  Apps Dev Cnslt  USA | 38 months | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28  1, 15 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 26  95 K USD | 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 | Bachelor of Science  (Computer)  Java, J2EE, UPM | Grade 28  1, 05 K USD | Umang is working as developer. He is responsible for developing AE IPM services and attends SA walk thru to understand service functionality. |
| Anil Gogia  SR Tech Arch  India | 96 months | Bachelor of Medicine and Surgery  Masters in Computer Applications  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  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 AELogger, 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 |
| Sanjay Chaudhary  Sr Software Egr  India | 44 months | Bachelor of Engineering | Grade 26  20 K USD | Sanjay work as UPM developer and responsible for UPM 2 service development. |
| Himanshu Arora  Sr Software Egr.  India | 42 months | Bachelor of Engineering | Grade 26  16 K USD | Himanshu work as UPM developer and responsible for UPM 2 service development. |
| Ayodhayanath Guru  Associate Lead  India | 40 months | Bachelor of Engineering | Grade 26  21 K USD | Ayodhayanath work as UPM developer and responsible for UPM 2 service development and work as Task tracker developer. |
| Ugender Kokkarkonda  Technical Specs  India | 40 months | MSc (IT) | Grade 27  28 K USD | Ugender is shared resource and work as UPM developer and responsible for UPM 2 service development and work as WESB service development. |
| Sunil Nagumalla  Technical Specs  India | 40 months | Bachelor of Engineering | Grade 27  34 K USD | Sunil is shared resource and work as UPM developer and responsible for UPM 2 service development and work as change release manager for WESB service development. |
| Mallikharjun Vemula  Software Engineer  India | 34 months | Bachelor of Engineering | Grade 25  12 K USD | Mallikh work as Operational team member responsible 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 responsible for Service Deployment and Production ticket fixing. |
| Grih Prakash Singh  Software Engineer  India | 4 months | Bachelor of Engineering | Grade 25  14 K USD | GrihPrakash work as UPM developer and responsible for UPM 2 service development. |
| Gaurov Ojha  Software Engineer  India | 24 months | Bachelor of Engineering | Grade 25  14 K USD | Gaurov work as UPM developer and responsible for UPM 2 service development. |

**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 Logger** 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.

He received **“Manager Excellence”** award for his contribution to “UPM3 Framework” and **“Best Manager” Technology award** for his proposed design architecture of “Entera Decommission Framework” and successful completion of proof of concept of UPM3 integration with Member Portal.

**AE Logger tool** – Every business application require to capture services informational and error log information for audit 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 Logger 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 to know UNIX commands : -

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 Logger 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 logger 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 logger restricts unauthorized access of service logs as it used LDAP authentication which can allow access to authorized person. To get access for AE logger 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.

AELogger 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, AELogger 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 Logger 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. [document]

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

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 Logger 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

**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 initial development since there is a restriction that Tricare work cannot be done from offshore (non US team) member so subject matter experts for existing systems required to be from US citizen, 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.

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.

**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 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 Logger, MORC Framework, MINDI configuration application Foundation Framework, AE MQ Visualizer
2. Technical skill set – Data power, 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, TWS, and Autosys, Websphere Server Administration, HPSM tool and Compuware vantage and Agentless.

It will take 6-9 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 Logger, AE SUIT, AE consumer and Provider data model and AE environment and Entera service working knowledge, Provider and Claim processes.

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 add value and propose estimation, design and architect solution.

In short for an experienced technical person it will take him to get trained in 15-18 months with the competency level where he can propose and start designing the system.

**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 team is working on Service delivery as most of the team members are relatively new. Anil Gogia from entire team worked on designing, architecting and implementation of UPM 3 framework along with AE tool development as these tools are Managing UPM3 Framework administration work.

Since UPM3 Framework and various applications and tools like MORC, MINDI, AELogger, Entera Decommission Framework are proprietary business application Framework of Optum. In our AE department, Mr. Gogia is the only resource in AE core technical team who is working on this 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

To compare Mr. Gogia with other AE team members, I’d say that he has the maximum experience and 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.

**Indicate and provide documentary evidence to show exactly what it is about the Anil Gogia’s knowledge of the petitioner’s equipment, system, product, technique, or service that makes it “special” and how it is applied in the international marketplace.**

Anil Gogia knowledge is helping UHG competitiveness in the market place. His knowledge of the Application Enablement UPM and Foundation Framework system makes him “special”.

Anil Medical healthcare knowledge helps him to understand of Patients/Members and Providers needs and his Technical knowledge helps in implementing the system needs to Automation by developing Software. He got trained in UHG proprietary consumer and provider business applications like ISET, ILEAD, CDB, COSMOS to name a few. In the process he has acquired extensive expertise in these domains.

Anil Gogia has more than 12 years of experience in developing large scale, robust and resilient Enterprise Service Bus, Service Oriented Architecture applications to connect to various business applications technically and domain wise. He worked as Integration engineer to connect to various disparate business applications in domain driven technology and having good experience in Data driven, web and business process model development involving technologies such as Spring Framework, Hibernate Framework, Layer 7, CA LISA virtualization tool, Pega BPM, Web sphere, IBM XI52 Data power appliance, IBM Web sphere Transformation Extender, IBM Data stage, Mongo db, DB2, Oracle, SQL Server, SSIS, Data stage UNIX scripting, Jquery, Enterprise Java Beans. Anil has worked for 96 months in UHG proprietary Application Enablement proprietary Frameworks - Foundation Framework, United Programming Model, Web sphere Message Broker, Medicare & Retirement applications specifically in Claims, provider and agent-sales domain. He has designed, developed, tested, deployed and provided post deployment support for application components in these domains. He has also received several trainings that helped further develop his knowledge. He is a Subject Matter Expert (SME) in Health Insurance Claims and Provider areas and also has acquired extensive expertise in the claim, provider and member and agent-sales domain of the Application Enablement Consumer applications and Medicare & Retirement applications.

The following attributes of Mr. Anil Gogia separates him from other Senior Technical Architects or technical resources in the industry

1. Anil’s knowledge on Application Enablement United Programming Model, Websphere Message Broker, Foundation Framework, AE Logger, AE SUIT, AE MQ Visualizer, MORC Framework and MINDI configuration application, Medicare & Retirement business applications which are the UHG proprietary Framework and applications.
2. Anil’s knowledge on procedure code and diagnosis codes (ICD 9 / ICD 10)
3. Anil’s knowledge on health insurance domain specifically in health insurance claims and provider. He is a trained Subject Matter Expert (SME) in Health Insurance Claims and Provider.
4. Overall 12 plus years of experience out of which complete 8 years hands on experience in building complex healthcare domain projects
5. In-depth knowledge of US healthcare business and UHG business model.
6. Deep knowledge of Physician and facility claim processing algorithms, HCFA & UB92 processing and UHG claimProcessing application like TOPS and claim highway.

Anil Gogia Main responsibility for integration of UPM3 to a specific business application is:-

1. Analyzing the new business requirement of specific business (consumer or provider application) from the healthcare industry because of:-
2. Business Expansion because of market needs and business dynamics and mergers and acquisition vision.
3. Members needs for new Portal or system for

* managing their claims information,
* selecting Health Care Providers for a Diagnostic and Primary care and Specialized Treatment for the particular disease
* Total Cost Estimator tool :- To compare treatment and cost of a particular disease which can help them to select a Good Hospital/Lab/Physician with minimum cost
* To compare two specialist and their previous experience and expertise in a specific disease preventive, prognosis, treatment.

1. Providers to manage their patients records by following all legal rules and laws as per HIPPA (Health Information Protective and Act) etc.
2. Business Analyst to see where all we store claims information of a particular business segment across various policies.
3. Assessing 2-3 major client business application and backend data provider system configuration and its corresponding applications for Health Care systems.
4. Write and propose each business application specific automation, configuration validation and integration strategy based on his expertise.
5. Review gathered requirements from business team stakeholders.
6. Develop prototype design for each UHG proprietary applications.
7. Develop solution for configuration validation and its corresponding applications.

The kind of work Application Enablement does is unique in united organization, as Application Enablement is the only Enterprise Service Bus Standard for the entire organization. Most of the Existing Application Enablement India and US team are working on Service delivery as most of the team members are relatively new. Anil Gogia from entire team worked on designing, architecting and implementation of UPM 3 framework along with AE tool development as these tools are Managing UPM3 Framework administration work.

In International market, every organization build their applications specific for their business needs, it is not possible to have a common business model and application to apply in all organization because of their unique and different business styles and business needs. United works for internal clients which are specific to United and which require to fetch data with agreed Service level agreement and standards which United can enforce to follow so that a consistent interaction can be possible. Application Enablement is a direction to achieve goal of connecting various consumer and business applications so that maximum reusability of Service components can be achieved.

**No other companies in the market using same kind of Enterprise Service Bus for integration to united consumer and provider business applications as all these are proprietary data warehouses of UHG.**

**Describe and provide documentary evidence to show how the beneficiary’s knowledge is an advanced level of knowledge of the petitioner’s processes or procedures.**

Anil Gogia did a successful integration of UPM3 Framework with Member Portal. With this integration it expanded scope of this application by allowing it connect to various new and existing Business segments like Entera, Cosmos, Tops and NDB, MYHCE and other applications which means Customer of those business segment can enroll and purchase and compare policies and other services provided by these systems.

Currently, UPM3 Framework is going through a pilot phase, where it integrates with a limited set of UHG based proprietary applications. Post pilot phase, UPM3 framework is expected to get integrated with a lot more UHG based application. Having someone with such a disparate knowledge on these platforms will definitely be a big plus. Anil Gogia seems to be a perfect fit in this role as he has been working with UHG from more than 8 years by now. He has worked and gained a lot of functional knowledge on various UHG based proprietary applications like ISET, ILEAD, ODIN, EHP, MYUHC, B2C, Optum Rx etc. These applications have a direct integration with AE application.

Comprehensive experience is required on UHG business, different UHG proprietary application automation, configuration models and interaction and integration with clients owning health care application with multiple configurations to carry out this assessment. Apart from Business rule Engine Automation, Configuration Validation tool, Test data management strategy as part of UPM3 Framework, Anil has experience in each of AE Consumer Business process and domain process knowledge as well. No one in team has the same level of experience as Anil who has skills in different consumer and provider automation area. Anil is the only person suitable to perform this assessment.

Combination of Technical skills and healthcare domain like Claim, Member, Provider and Medicare Medicaid makes him unique. He involves in all major activities of these assets and considered to be a Subject matter expert (SME) for these assets.

**Some of the Key Contributions made by Anil are -**

* Anil has designed the AE Logger, AE MQ Visualizer tool as part of UPM3 framework architecture for Over 600+ complex ETL jobs for these applications which covers Claim, Provider, Member Eligibility and Enrollment, Agents and Sales.
* Anil has designed the AE MORC Framework for UPM3 and Authorization DB Governance which is the Electronic Provider Data Load process. It automates the data exchange between vendor networks and physician groups into the Network Database.
* Anil has designed the AE MINDI application Framework for UPM3 and Authorization DB Governance which is the Electronic Provider Data Load process. It automates the data exchange between vendor networks and physician groups into the Network Database.
* He has developed Complex Consolidation and Build Event Algorithm to integrate AE Claims Highway services and also implemented IPConfine and IPRelate logics to process Member Eligibility and Enrollment.
* He has deep understanding of UHGs claim application (TOPS) and Claim Highway. For Application Enablement he has designed algorithms to import Physician claims and Facility claims. Anil has vast knowledge of Claim Adjudication, Authorization and Coordination of Benefit (COB).
* He has setup in house developed complex AE gateway services to replace SB Gateway (Santaner Bueremer Cosmos Gateway) and FTP-SFTP (File Transfer Protocol – Secured File Transfer Protocol) process for various external Vendors like MYUHC, ISET, EES, Wellmed, and XLHealth to integrate their data in Enterprise Document Server. AE Gateway Services provides secured and UHG IT Security compliant electronic transport mechanism for UHG internal entities and external business customers to exchange data files on demand or scheduled through integration with Job Control Services.
* Anil has Integrated Entera, XLHealth, Sierra and other external vendors and internal sources data with United data warehouse which is very significant to track daily Medicare Advantage and Medicare Supplement product application sales
* Anil has also created some major automation tools for monitoring morning checkouts for projects like EES, ISET, ILEAD and M& R etc.

**Describe and provide documentary evidence to show how the beneficiary has knowledge that is valuable to the employer’s competitiveness in the market place.**

**Please provide additional information about the ODM, UHN Reporting and Medicare and Retirement Data application.  Why is it important to the Company? How this is different than applications used by other companies.**

**Amit working on 3 key Application Enablement projects -**

**The Ovations Data Mart (ODM)** is one of UnitedHealth Group’s proprietary data warehouses created for Ovations (Evercare and Secure Horizons East) business segments and is managed by OptumInsight formerly Ingenix . ODM was constructed for better decision support for the Evercare and Secure Horizons businesses. The ODM was also constructed to be the Optum Insight Consulting data source for the Trend Analytics Data Model.

The Ovations Data Mart (ODM) houses member, claims (facility, physician), provider, Care management (clinical), standard coding, and customer data for Medicare and retirement.

ODM receives the data from three transaction processing systems Galaxy, PAPI and CareOne, transforms the data according to the analytical needs before storing in ODM.

It processes about 31 million claims in a month and total worth of claims is $2.6 billion.

Over 500 users using it Ovation data mart for their reporting and analysis work.

This data is required for medical trend analysis, provider profiling, care management, and pricing.

ODM data is being used in the following ways to transform healthcare

1. It provides health insurance members with information on relative hospital quality and cost data
2. Derive best practices for treatments
3. Assisting for recovery of overpayment claims
4. Helping underwriting & pricing team to determine the price of different healthcare products by analyzing large claim reports, hospital utilization reports etc.
5. Helping customer to find out the effectiveness of health management program launched by them for their members
6. Find patient adherence to prescribed medicines based on the filling patterns
7. Provides details for standard coding (Procedure and Diagnosis)

**UHN Reporting** is UnitedHealth Group’s proprietary data warehouses that provide user’s access to consolidated provider demographic and contract information from a single source.

UHN Reporting is populated primarily by data that is extracted from the Network Database (NDB), which is UnitedHealth Group’s strategic “source of truth” application for provider data.

Over 800 users use UHN reporting data warehouse.

IT is being used by UnitedHealth Networks (UHN) and other businesses within UnitedHealth Group, as well as for third parties to get analytical, management, and regulatory data for providers.

**Medicare and Retirement** data warehouse is one of the UnitedHealth Group’s proprietary data warehouses and majorly it serves two purposes - Compliance with government reporting requirements and Sales and Leads reporting.

M&R data warehouse receives data from 25 different sources – Agent, Manager, CMS, applications, complaints, surveys, certifications, appointments etc., transform the data according to the analytical needs before storing in it.

Year-over-year. Sales and Leads Apps support the annual enrollment period (AEP) in which the company generates it Sales. Compliance reporting allows us to stay in business. This data ware house helping M&R to grew its revenue.

Over 600 users using this data ware house.

With the help of this data warehouse second quarter Medicare & Retirement revenues of $10.1 billion grew $1.1 billion or 12 percent.

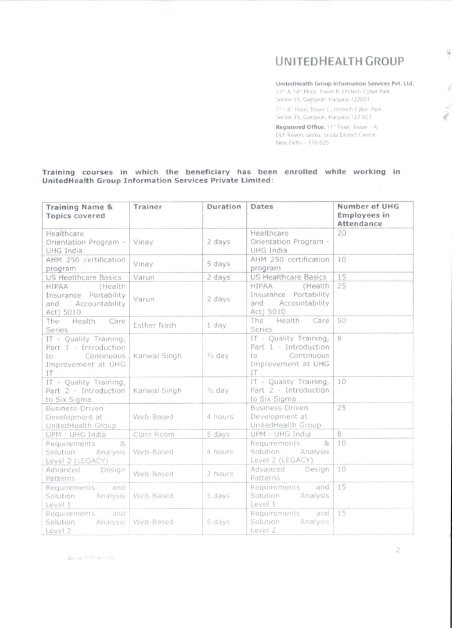
**All these data warehouses are high availability data warehouse and helping business to stay and grow in market. It also helping to generate different analytical reports requires seeing the trend and designing the strategy for future.**

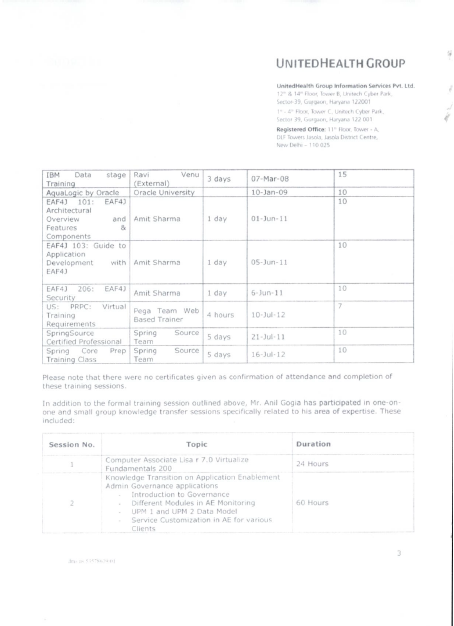
**No other companies in the market using same kind of data ware houses as all these are proprietary data warehouses of UHG.**

**Letter from the beneficiary’s supervisor(s) describing the beneficiary’s training and experience with the organization abroad**

Below are Training received from United as part of On Job training and also attached other training documents which are received either as part of Education or External Vendor Trainings.









**Compare Mr. Mehta’s experience to 1) others within the ODM, UHN Reporting and Medicare and Retirement Data application team and 2) other Associate Leads.   What level of education do others have?  How much experience do others have? What type of training do others have?  Please be specific.  USCIS is requesting that we compare his experience, education and training to others at his level.**

Mr. Amit Mehta was hired for data ware house project approximately 61 months ago. Initially he got extensive training on Ovation Data Warehouse, UHN Reporting and Medicare & Retirement, its application development process, data model, and its subject areas during knowledge transition process. Since then he has worked in many different subject areas like Provider, Member, Claim, Agent, Sales etc. and developed many complex ETL programs. Most of the times he worked in design/development of ETL programs for these domains and is considered as a domain expert for these data warehouses.

Amit has done Master degree in computer application. He has done ACCP certification from APTECH.

Amit has also done Healthcare management AHM250 certification from American Health Insurance Plan.

Maintaining these data warehouses applications and integration of new areas to these applications not only requires technical expertise but also require architecture level understanding of applications.

Combination of Technical skills and healthcare domain like Claim, member, provider, agent, sales and Medicare -Medicaid makes him unique. Other team members who are working on same applications have less experience of applications as well as in industry. He involves in all major activities of these assets and considered to be a subject matter expert (SME) for these assets

Please find the comparison chart between Mr. Anil Gogia and other resources who are working either with him on these Application Enablement applications –

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Position/Title** | **Education** | **Total Experience** | **Experience in UHG** | **UHG Claims/Provider SME Certified** |
| **Amit Mehta** | Associate Lead | Master of Computer Application | 105 | 61 | Yes |
| **Raghavendra K Rao** | Software Engineer | Bachelor of technology | 46 | 21 | No |
| **Ayub Shaikh** | Senior Software Engineer | Bachelor in Engineering | 51 | 10 | No |
| **Vipul Agrawal** | Software Engineer | Bachelor of technology | 37 | 9 | No |
| **Vinit Agrawal** | Software Engineer | Bachelor of Computer Application | 44 | 7 | No |
| **Naga Ravindra Gupta** | Senior Software Engineer | Bachelor of technology | 73 | 3 | No |

-      **Compare Mr. Amit’s experience to other Sr technical Architect resources in the industry (outside of UHGIS).  What sets him apart?**

Anil Gogia has more than 12 years of experience in developing large scale, robust and resilient Enterprise Service Bus, Service Oriented Architecture applications to connect to various business applications technically and domain wise. He worked as Integration engineer to connect to various disparate business applications in domain driven technology and having good experience in Data driven, web and business process model development involving technologies such as Spring Framework, Hibernate Framework, Layer 7, CA LISA virtualization tool, Pega BPM, Web sphere, IBM XI52 Data power appliance, IBM Web sphere Transformation Extender, IBM Data stage, Mongo db, DB2, Oracle, SQL Server, SSIS, Data stage UNIX scripting, Jquery, Enterprise Java Beans. Anil has worked for 96 months in UHG proprietary Application Enablement proprietary Frameworks - Foundation Framework, United Programming Model, Web sphere Message Broker, Medicare & Retirement applications specifically in Claims, provider and agent-sales domain. He has designed, developed, tested, deployed and provided post deployment support for application components in these domains. He has also received several trainings that helped further develop his knowledge. He is a Subject Matter Expert (SME) in Health Insurance Claims and Provider areas and also has acquired extensive expertise in the claim, provider and member and agent-sales domain of the Application Enablement Consumer applications and Medicare & Retirement applications.

The following attributes of Mr. Anil Gogia separates him from other Senior Technical Architects or technical resources in the industry

1. Amit’s knowledge on Application Enablement United Programming Model, Websphere Message Broker, Foundation Framework, AE Logger, AE SUIT, AE MQ Visualizer, MORC Framework and MINDI configuration application, Medicare & Retirement business applications which are the UHG proprietary Framework and applications.

2. Anil’s knowledge on procedure code and diagnosis codes (ICD 9 / ICD 10)

3. Anil’s knowledge on health insurance domain specifically in health insurance claims and provider. He is a trained Subject Matter Expert (SME) in Health Insurance Claims and Provider.

**4**. Overall 12 plus years of experience out of which complete 8 years hands on experience in building complex healthcare domain projects

5. In-depth knowledge of US healthcare business and UHG business model.

**6.** Deep knowledge of Physician and facility claim processing algorithms, HCFA & UB92 processing and UHG claimProcessing application like TOPS and claim highway.

-          **Why have others not acquired the same type of knowledge Mr. Anil Gogia has?  What sets him apart?**

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 8 years. 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.

Anil has an expert level knowledge in Service Oriented Architecture, Service Component Architecture and Open Source Gateway Initiative Framework, Application Enablement Message work flow job designing and MORC Framework, Representational State Web Services and SOAP Web services for ISET, ILEAD, EES, MYUHC, CAMS, ODIN and others Application Enablement’s Consumer business application & M&R business segments. He has been representing the offshore team in the Implementation Gate meetings where the ‘Go/No Go’ decision for production deployment is made after reviewing the impact of the change

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

**Some of the complex program written by him involves**

* Amit Has designed the ETL framework architecture for Over 600+ complex ETL jobs for these applications which covers Claim, Provider, Member Eligibility and Enrollment, Agents and Sales
* He has setup complex ECG (Electronic Customer Gateway) and FTP-SFTP (File Transfer Protocol – Secured File Transfer Protocol) process for various external Vendors like Sircon, Wellmed, and XLHealth to integrate their data in Medicare & retirement warehouse.
* Amit has designed the Electronic Provider Data Load (EPDL) for UHN Reporting. This automates the data exchange between vendor networks and physician groups into the Network Database.
* He has developed Complex Consolidation and Build Event Algorithm for ODM and also implemented IPConfine and IPRelate logics to process Member Eligibility and Enrollment.

Facts which set him apart –

* 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 8 years 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.
* Anil has hand on experience on Application Experience tools like AE Logger, AE SUIT, DB Authorization Governance tool and databases 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 has also undergone with Claim and Provider subject matter expert (SME)

On job Trainings

* Anil has deep knowledge of claim, provider, member, Diagnosis code, Procedure code, sales, agent, compliance domains which he gained in last 8 years. No other team member covers all these aspects.
* Anil has developed MINDI configuration tool, Compuware Agentless tool, Nagios Monitoring tool, AE Logger 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 these tools.
* Anil has 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 application business 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.
* All other team members have less experience on these assets compare to Anil and no one in the team working 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.
* 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 to Claim Processing and Claim and Fraud detection. Since he has exposure to these business applications during his stay in United.

**Number of Employees: - Total number of employees in abroad and in the US that acquired the same knowledge of your company’s equipment, system, product, technique, research, service; and/or processes or procedures as the beneficiary and explain how the beneficiary’s knowledge is “special” or “advanced” and set apart from these employees and other employees in a similar position with in your organization and other employees in the same type of business. Provide job descriptions of those persons employed in the foreign and U.S. location who have the same position as the beneficiary’s.**

**How many people are employed (total) at UHGIS?  How many are employed in the position of Associate Lead? How is Mr. Mehta different from other Associate Leads?**

UHGIS has 3607 employee and 356 Associate Leads and out of that 130 employees are in DMS (Data Management Solution) Vertical where DMS has 20 Associate leads. UHGIS has application specific Associate leads to perform project roles and responsibilities with high quality and with good hands on experience on respected application hence Associate leads can’t be shared in different projects. All associate leads are also with different set of skills to take care their deliverables like someone would be of Mainframe technology, someone for Java while only few of them are involved in Data warehousing projects managed by DMS.

Out of 20 Associate Leads who works for various projects in Data Warehouse technologies managed by DMS at UHG India only Mr. Amit is having expert knowledge on Ovation data mart, UHN reporting and Medicare & retirement data ware house. He is the only Associate Lead who successfully completed claim and provider subject matter trainings

Anil has over 8 year of technical and functional experience on these enterprise business applications and is considered as SME for claim, provider, member, sales and agent subject areas of these assets.

**Anil has also developed following tool which are is use across the UHG –**

**AE Logger tool** – Every business application require to capture services log information for audit and troubleshooting issue in their services in non-production and production environments. 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 logging 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.

Application Enablement application interacts with more than 50 consumer 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 technical or non-technical to search and filter out a specific service logs from server log files easily and quickly. AE Logger tool was developed by Anil Gogia to help in UPM3 Framework which helps: -

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 Logger 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 logger 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 logger restricts unauthorized access of service logs as it used LDAP authentication which can allow access to authorized person. To get access for AE logger 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**.**

This tool is web based tool, easy to operate Application developer can filters out service logs from server based upon Service Name, Consumer Application Name, and logs during a particular duration by providing start timestamp and end timestamp and . Infrastructure operation developer use this tool to

**AE MQ Visualizer tool –**

**AE SUIT tool – Group of tools required to check connectivity, logging and security of AE backend provider applications. Contract Management tool to do version control of contract beiween consumer and provider applications**

**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** – Amit 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** – Amit 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.

**How many people currently work on the Application Enablement United Programming Model applications?  Please provide job descriptions for these employees.**

Currently there are 22 resources working at Offshore (including Anil Gogia) for Application Enablement UPM, WMB, Foundation Framework, Quality Assurance and Testing, Infrastructure team applications. Out of that 7 dedicated works for United Programming Model and 4 works as shared resources.

Please find the job description of all the resources currently working in Ovation data mart , UHN reporting and Medicare & retirement application.

**Sanjay Chaudhary (Senior Software Engineer):** He is working as an UPM developer. He has been primarily working with Application Enablement United Programming Model (UPM 2) from last 40 months. He has technical implementation knowledge of UPM 2 & learning server infrastructure of application. He has no experience of Consumer and Provider business domain application knowledge and other sub components of Application Enablement.

**Himanshu Arora (Senior Software Engineer):** He is working as an UPM developer. He has been primarily working on development of UPM2 from last 38 months. He has no experience of UPM3 and MINDI configuration application, MORC Framework. He started exploring non-production AE services deployment.

**Ayodhayanath Guru(Associate Lead) :** He is working as an UPM developer. He has been primarily working on development of UPM2 and on BPM part of deployment. He has been in Application Enablement for around 24 Months experience of this Application Enablement.

**Ugender Kokkarkonda (Technical Specialist):** He is working as shared resource as WESB and UPM developer. He is partly working with WESB services and UPM 2 service development and has 24 month experience on it.

**Sunil Nagamulla (Technical Specialist):** He is working as shared resource as WESB and UPM developer. He is partly working with WESB services and UPM 2 service development and has 24 month experience on it. He manages infrastructure part of WESB along with Release and Change Manager.

**Mallikharjun Vemula (Software Engineer):** He is working as shared resource as UPM Infrastructure and UPM developer for last 24 months. He is partly working with UPM service deployment in Web sphere Application Server and interacting consumer and provider application team members and users for fixing production issues of UPM 2 service. He manages infrastructure part of UPM servers.

**Amit Puri (Software Engineer):** He is working as shared resource as UPM Infrastructure and UPM developer for last 11 months. He is partly working with UPM service deployment in Web sphere Application Server and interacting consumer and provider application team members and users for fixing production issues of UPM 2 service. He manages infrastructure part of UPM servers.

**Romil Bajpai (Associate Lead):** He is working as an UPM developer. He has been primarily working on development of UPM2. He has been in Application Enablement for around 4 Months experience of this Application Enablement.

**Gaurov Ojha (Software Engineer):** He is working as an UPM developer. He has been primarily working on development of UPM2. He has been in Application Enablement for around 4 Months experience of this Application Enablement.

**Grih Prakash Singh (Software Engineer):** He is working as an UPM developer. He has been primarily working on development of UPM2. He has been in Application Enablement for around 3 Months experience of this Application Enablement.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Team member** | **Designation** | **Role** | **Experience** | **Qualification** | **Trainings undertaken by the team member.** |
| **Anil Gogia** | Sr. Technical Architect | Architect/SME | 96 months | Master of Computer Applications | Detailed list of trainings are listed above  Technical Trainings:  US: PRPC: Virtual Training Requirements  US: PRPC: Implementation Methodologies  SpringSource Certified Professional  Spring Core Prep Training Class  EAF4J 201A: EAF4J Common Services  EAF4J 202: EAF4J Persistence Technologies  Lesson 1: Spring Overview  SOI Webinar - External  IBM Data stage Training  DP 201: Advanced Design Patterns  DP 101: Introduction to Design Patterns  DP 102: Design Patterns and RSA  EAF4J 206: EAF4J Security  EAF4J 103: Guide to Application Development with EAF4J  EAF4J 102: Implementation Highlights  EAF4J 101: EAF4J Architectural Overview and Features & Components  AquaLogic by Oracle  UPM - UHG India  Functional Trainings:  Fraud, Waste and Abuse Annual Training 2014  Safe and Secure With Me Privacy and Security Annual Training  Code of Conduct Annual Attestation  CE@Work Lesson - Fraud, Waste and Abuse Annual Training  Safe with Me Refresher - Privacy & Security Annual Training  Code of Conduct and Policy Attestation  CE@Work Lesson - Delegation of Binding Authority  Safe with Me - Privacy and Security Training  CE@Work Lesson - Fraud, Waste, and Abuse  CE@Work Lesson - Global Anti-Bribery  UnitedHealth Group Code of Conduct Attestation  Privacy and Security: You Hold the Key  UHG Privacy & Security Employee Awareness Training  CE@Work Lesson - Whistle Blowers  EI@Work Lesson - Information Security  EI@Work Lesson - Handling Sensitive Data and Electronic Media  E&I@Work Lesson - Ethics & Integrity Program Overview  EI@Work Lesson 8 - Conflicts of Interest  EI@Work Lesson 4 - Records Management Awareness  CE@Work Lesson - Protecting Company Intellectual Property  GGN - UML / Design Patterns - 2 (Command, Builder, Facade, Observer)  Behavioral Interviewing Skills  MAP - Performance Discussion & Goal Setting  The Health Care Series with Esther Nash  IT Functional Competency Overview for Managers  IT Functional Competency Overview for Employees  MAP Evaluating Performance - UHG India  Requirements & Solution Analysis Level 2 (LEGACY)  Requirements & Solution Analysis Level 1  Behavioral Interviewing Skills - UHG India  COM Release 1.0 IT Time accounting Program - Learn  United HealthGroup World AIDS Day Awareness Quiz  Dynamic Virtual Team Meetings  Transition Training  BP - UHG IT TRS Manager Approval Training  BP - UHG IT TRS Training  Are You An Expert - May'08 Quiz  Are You An Expert - Apr'08 Quiz  IT - Quality Training, Part 1 - Introduction to Continuous Improvement at UHG IT  IT - Quality Training, Part 2 - Introduction to Six Sigma  Business-Driven Development at UnitedHealth Group  MAP Online Tool for Employees  Education@Work Survey  Employee Self Service - Non US - Prior Version  EI@Work Lesson 7 - Information Security  CE@Work Lesson - Privacy Overview  E&I@Work Lesson 1 - Ethics & Integrity Program Overview |
| Sanjay Chaudhary | Senior Software Engineer | Technical | 43 months | Bachelor of Engineering | Technical Trainings:  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  3..[DP 102: Design Patterns and RSA](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  4. [DP 201: Advanced Design Patterns](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  5. [EAF4J 206: EAF4J Security](javascript:submitAction_win0(document.win0,'ACTIVITY$3');)  6. [EAF4J 203: EAF4J Web Development](javascript:submitAction_win0(document.win0,'ACTIVITY$7');)  Functional Trainings: 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');)  [HCO - Billing Forms and Universal Codes PKT](javascript:submitAction_win0(document.win0,'ACTIVITY$0');) |
| Himanshu Arora | Senior Software Engineer | Technical | 41 months | Bachelor of Engineering | Technical Trainings:  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  Functional Trainings: 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Ayodhayanath Guru | Associate Lead | Technical | 27 months | Bachelor of Technology | Technical Trainings:  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  Functional Trainings: 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [HCO - Introduction to Insurance and the Healthcare Industry PKT](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');)  5. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$7');) |
| Ugender Kokkarkonda | Technical Specs | Technical | 27 months | MSc (IT) | Technical Trainings:  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  Functional Trainings: 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Sunil Nagumalla | Technical Specs | Technical | 24 months | Bachelor of Technology | Technical Trainings:  1. [HP Service Manager (HPSM) Overview](javascript:submitAction_win0(document.win0,'ACTIVITY$9');)  2. [DP 101: Introduction to Design Patterns](javascript:submitAction_win0(document.win0,'ACTIVITY$7');)  3. [HYD-Android Training for Absolute Beginners (WebEx) (23-25 Sept,2013)](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  Functional Trainings: 1. [Fraud, Waste and Abuse Annual Training 2014](javascript:submitAction_win0(document.win0,'ACTIVITY$4');)  2. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  3. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  4. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  5. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');)  6. [Conducting Conversations with Integrity Webinar- 24-Feb-14 (3:00 pm to 4:30 pm INST)](javascript:submitAction_win0(document.win0,'ACTIVITY$6');) |
| Mallikharjun Vemula | Software Engineer | Technical Infrastructure | 27 months |  | Technical Trainings:  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  Functional Trainings: 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Amit Puri | Software Engineer | Technical | 8 months | Bachelor of Engineering | Technical Trainings:  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  Functional Trainings: 1. [Conducting Conversations with Integrity Webinar- 24-Feb-14 (3:00 pm to 4:30 pm INST)](javascript:submitAction_win0(document.win0,'ACTIVITY$5');)  2. [Coaching CORE Overview for Employees 25th Nov 2013 (6:30 PM - 8:00 PM INST)](javascript:submitAction_win0(document.win0,'ACTIVITY$7');)    3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Gaurov Ojha | Software Engineer | Technical | 1 month | Bachelor of Engineering | Technical Trainings:  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  Functional Trainings: 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |
| Romil Bajpai | Associate Lead | Technical | 3 month | Bachelor of Engineering | Technical Trainings:  1. [EAF 101: Introduction to Enterprise Application Frameworks (EAF4J, EAF4N, EAF4ESB, & EAF4M)](javascript:submitAction_win0(document.win0,'ACTIVITY$1');)  2. [EAF4J 205: EAF4J Web Services](javascript:submitAction_win0(document.win0,'ACTIVITY$8');)  Functional Trainings: 1. [RETIRED - EI@Work Lesson - Information Security](javascript:submitAction_win0(document.win0,'ACTIVITY$0');)  2. [Introduction to the DMAIC Process at UnitedHealth Group](javascript:submitAction_win0(document.win0,'ACTIVITY$6');)  3. [RETIRED - EI@Work Lesson - Handling Sensitive Data and Electronic Media](javascript:submitAction_win0(document.win0,'ACTIVITY$2');)  4. [RETIRED CE@Work Lesson - Protecting Company Intellectual Property](javascript:submitAction_win0(document.win0,'ACTIVITY$3');) |

**How long did it take to train Mr. Mehta on the ODM, UHN Reporting and Medicare and Retirement Data application?  How many others have this training? How is this training different from training other employees receive?  If possible, please provide the training syllabus for any trainings completed by Mr. Mehta. Please also indicate who these trainings are available to (a small percentage of people? Everyone?)  Who provided the training?  Please provide additional information regarding the training received by Mr. Mehta.**

To work in the Ovation data mart, UHN reporting and Medicare & Retirement applications the resources should have a thorough understanding of source and target systems and real-time experience of the complete source system is must to integrate the new source system into these existing data warehouses.

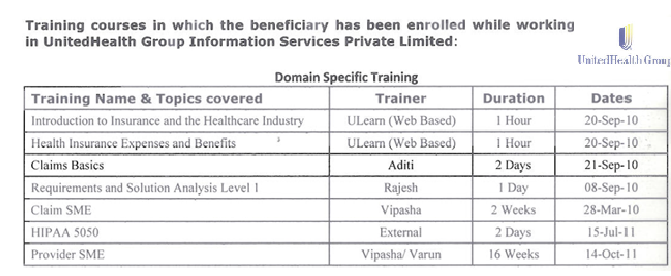
Amit has completed 60 hrs. Ovation data mart, 40 hrs. UHN Reporting, 90 hrs. Medicare & Retirement and 90 hrs. Healthcare domain training.

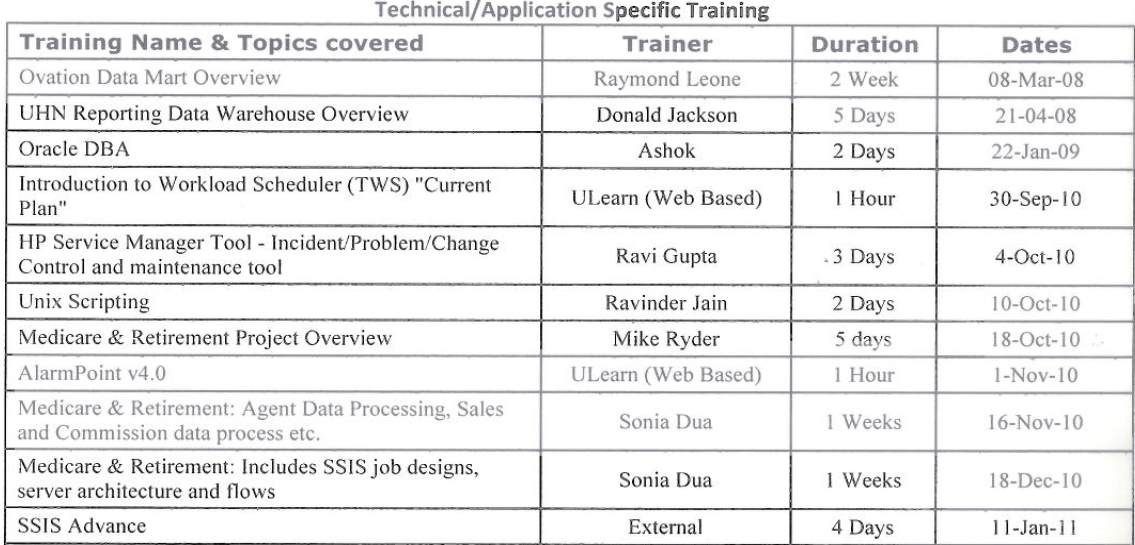
**Please find the detailed descriptions of the training undergone by Amit :-**

* Undergone 2 weeks of training to understand the Ovation Datamart data warehouse, its different environments, different subject areas of the Ovation Datamart data warehouse, processes involved and proprietary tools used in Ovation Datamart.
* Undergone 1 week of training to understand the UHN reporting data warehouse, its different environments, different subject areas of the UHN reporting data warehouse, processes involved and proprietary tools used in UHN reporting.
* Undergone 3 weeks of training to understand the Medicare & Retirement data warehouse architecture, data flow jobs designing etc.
* Achieved “Subject Matter Expert” (SME) certification in Provider after an extensive 5 month training (2 times/week) in the Health Insurance conducted by UHGIS.
* Achieved “Subject Matter Expert” (SME) certification in Claims after an extensive 1 month training (4 times/week) in the Health Insurance conducted by UHGIS.

**Syllabus For Medicare & Retirement data warehouse Training**

|  |  |
| --- | --- |
| Topics | Days |
| Introduction to M&R, Organization/Teams, Lead SE/SE Roles & Responsibilities | 1 |
| Estimator | 1 |
| Resource Req / Allocation in RMDB Tool | 1 |
| Component List Tracker | 1 |
| Tech SME Role in Code/Design Reviews | 1 |
| Evolution of Architecture | 1 |
| Technical Design Template, Technical Test Plan | 1 |
| Watermark Framework | 1 |
| Batch Framework | 1 |
| Source Repository | 1 |
| M&R Security | 1 |
| Compliance Data Processing | 1 |
| Common Format Architecture | 1 |
| Implementation Plan, Promotion to Production Change Ticket Approval Process | 1 |
| Overview On Call Procedures, ETL Transition to Operations | 1 |





Amit got the opportunity to work with both ODM, UHN Reporting and Medicare & retirement for 61 months and thereby he was uniquely positioned to be trained on ODM, UHN Reporting and Medicare & retirement Tools, SSIS and Qlikview.

Project related training were available only for team members and not for all. Only Amit from current team attended those trainings and knowledge transfer sessions.

Subject Matter Expert” (SME) certification trainings were available for only 10 members who were chosen across the organization. These trainings were very detailed and members who have more experience on healthcare domain were selected for these trainings.

-      **Please provide copies of any process/internal documents created by Mr. Mehta related to the ODM, UH Reporting and Medicare & Retirement applications.**

Amit has created following documents for ODM, UH Reporting and Medicare & Retirement applications

**Overview of UHN Reporting.docx –** Details of UHN reporting architecture, jobs ,server etc.

**Ovation Data Mart.docx –** A detail document covering all jobs/server/ and TWS information for ovation data mart.

**Medicare and Retirement Technical Architect Design.Docx –** A detail technical document for Agent one data source.

**\*\*\*\*Overview of UHN Reporting document is attached.**

**-          A detailed description of U.S. job duties related to the ODM, UHN Reporting and Medicare and Retirement Data applications, noting the percentage of time spent on each duty.  Where applicable, state why Mr. Mehta’s specialized knowledge is needed to perform these tasks and explain why another person cannot perform these duties.    Explain why each duty requires someone with specialized knowledge.  Explain why another technical resource could not perform these duties.**

Amit Mehta has vast knowledge of ODM, UHN Reporting and Medicare and Retirement

Applications. He has worked in almost all modules for these assets and acquired special

domain Knowledge for these assets.

I have asked Amit to join US Team to perform following tasks –

As a part of the healthcare reforms, Ovation Data Mart (ODM) 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.

Tricare Integration: TRICARE is the health care program for active duty U.S. military service

Members, armed services retirees and their families. UHN Reporting will be integrating

TRICARE provider data.

Amit will be working to integrate the acquisitions of medical and PacifiCare sales into

Ovation data warehouse.

Along with above task other tasks which he will carry out -

• Real-time development support during US business hours.

• Clarify requirements from users during U.S. business hours; ensure sufficient information is available to proceed with development.

• Assign and schedule tasks to offshore resources.

• Assist Project Manager in scheduling/management of support tasks based on customer-driven priorities.

• Coordination with the offshore team.

• Package work for hand-off to offshore team.

• Facilitate knowledge transfer to offshore resources.

• Coordinate estimates on all non-break/fix, non-problem-management activities.

• Provide technical leadership to ODM, UHN Reporting and M&R team for problem resolution and service restoration.

• Execute the checklist for all new tasks which are being transferred to DMS assets.

• Participate in Design reviews, code reviews

**Mr. Mehta will perform the following Roles and Responsibilities:**

**Lead Coordinator**

* Directly interacting with the Business Stakeholders for collecting project requirements. Attending regular meetings with the customers to understand the Healthcare business requirements and transform them into technical design solutions. On daily basis he will be involve in documenting the system requirements and get it reviewed with Customer. This constitutes about 20% of work performed by him.
* Provide high level estimates of the projects as per the requirements and the technical complexity after understanding the scope and impact analysis. (5 %)
* Working closely with the Solution Architect, Data Modeler, Business Analysts (present at onshore) to integrate new sources. To implement this, it requires prior experience in Applications and its tools.(Requires 10 % of total efforts)
* Identify opportunities to optimize the ETL environment, implement monitoring, quality and validation processes to ensure data accuracy and integrity.( Requires 10 % of total efforts)
* Support newly deployed code execution in production in US day time during the warranty time. The support is essential to help the Operations team take the right decision in case of any issue whether to go for quick fixes or workarounds. .(Requires 10 % of total efforts)
* Support the execution of developed application by users in UAT (user acceptance test) region and i will be the primary contact for customers during User Testing. .(Requires 5 % of total efforts)

**Manage Activities Between UHG India and UHG U.S. Application Leads**

* Driving the offshore team from Onshore for all the Subject Matter, Technical Design and Development help. (Requires 30% of total efforts)

**Serve as a Technical Liaison**

* Mr. Mehta will represent the data integration functions within the Ovation data warehouse (ODW). This responsibility includes active membership in the Technical Review Board where all ODW designs and codes, regardless of function, are reviewed for compliance with internal standards. Mr. Mehta will be expected to increase the efficiency and understanding between two remote teams. (Requires 10% of total efforts)

Maintaining such applications and integration of new areas to these applications not only requires technical expertise but also require architecture level understanding of applications, Domain knowledge as well as US healthcare knowledge.

Combination of Technical skills like SSIS, SQL Server, TWS, DB2, Autosys and healthcare domain like Claim, member, provider and Medicare –Medicaid is require to work on these applications and it is very difficult to find all these technical and functional specialties in other technical resources.

Amit is working on Ovation data mart, UHN Reporting and Medicare & Retirement data warehouse applications from last 5 years and has vast knowledge of these systems. He has worked on all the modules of these data ware houses and has hands on knowledge and proficiency in all aspects of these applications. He has developed many complex modules for these applications and considered as a subject matter expert for these applications. He is specialist on these applications technically and functionally.

**-          Compare Mr. Mehta’s experience to 1) others within the ODM, UHN Reporting and Medicare and Retirement Data application team in the U.S. and 2) other Associate Leads (or comparable positions) at the Eden Prairie  office.   What level of education do others have?  How much experience do others have? What type of training do others have?  Please be specific.  USCIS is requesting that we compare his experience, education and training to others at his level.**

Currently no one at USA office has the experience in ODM, UHN Reporting and M&R Applications similar to Amit.

One resource who was working on Medicare and Retirement project has been moved to some other strategic initiative application and right now no one from onshore working on any of these applications.

Please find the comparison chart of Amit Mehta with other US employees who are working either as AL or at comparable position at Eden Prairie office –

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name** | **Position / Title** | **Total Data warehouse Experience in months** | **Experience in ODM months** | **Experience in M&R** | **Role** |
| **Amit Mehta** | AL | 105 | 61 | 61 | ETL and Domain specialist for ODM, M&R and UHN Reporting applications. |
| **Amarendra Poka** | SSE | 96 | 0 | 0 | Senior Software Engineer for PRDS. |
| **Bhaskar Chowdam** | SSE | 91 | 0 | 0 | ETL specialist for UGAP Data warehouse |
| **Philip Hill** | MVS Developer | 168 | 0 | 0 | MVS Developer for DSS system |
| **Ashish Agrawal** | ETL Developer | 90 | 0 | 0 | ETL developer for Galaxy. |

-          **How many other Associate Leads (or comparable positions) are employed at the Eden Prairie location?  Please provide job descriptions for others in similar positions.**

There are 11 other resources at comparable position working within Application Enablement group at Minneapolis MN USA office. Out of which 2 – Guoguang Chen and Chandra Raini are working as Manager, who are responsible for assigning tasks to team members and tracking delivery.

**Guoguang Chen –**

**Chandra Raini -**

**Doug Hassman –** is working as senior software engineer in PRDS application.

**Francis Adelman –** is working as ETL developer in UGAP application

**Ann Ngo -** Working as ETL developer for Galaxy Data warehouse

**Fran Soifer-** Working as a mainframe developer (MVS system) for DSS application.

Robert Rudin Jr. –

Timothy Gallagher –

Vetrivel Mylsami –

Marsha Tangen –

Xiaodong Yao –

Umang Shah -

**Compare Mr. Anil Gogia’s experience to others in the industry.  How is he different than others?**

* Anil Has 12 plus years of experience in building large scale, robust, resilient Enterprise Service Bus clustered application using domain driven development approach for data extensive healthcare and financial domain applications.
* He has over 8 years of experience on UHG proprietary applications AE UPM, WMB, FF, ISET, ILEAD, Member Portal, NDB and Medicare and Retirement.
* He is the subject matter expert for claim, provider, Member, sales, agents etc. for these applications.
* He has extensive experience of developing complex data warehouse applications for healthcare domain.
* He has developed major modules for AE applications and architected, designed and developed UPM3 Framework, and associated tools and framework like MORC Framework, MINDI configuration applications, AE logger, and AE SUIT, Contract Management, Foundation Framework and AE MQ Visualizer tools.
* He has developed many automation tools which are being used across the organizations.
* He has depth knowledge of these applications as well as existing US healthcare business.
* Anil has vast experience on automation and virtualization tool like CA LISA, HP QTP, Selenium, ESB appliances like IBM XI52 Data power, CA Layer 7, ETL tools like SSIS, data stage and Mongo DB, Oracle, SQL Server, TWS, etc.

No one outside the UHG has the knowledge of these applications as all these applications are proprietary of UHG. Anil has advanced knowledge of the these applications which is uncommon, noteworthy, or distinguished as compared to the knowledge of others, both inside and outside our company

Maintaining such applications and integration of new areas to these applications not only requires technical expertise but also require architecture level understanding of applications.

Combination of Technical skills and healthcare domain like Claim, member, provider and Medicare -Medicaid makes him unique.

**How many other employees in the U.S. work on the AE UPM application?  How is Mr. Anil Gogia different than these employees?**

No one in US is working on the UPM3 Framework, MORC Framework and MINDI configuration application and Medicare and Retirement Data applications.

One resource who was working on Medicare and Retirement project has been moved to some other strategic initiative application and right now no one from onshore working on any of these applications

Anil is the only Technical Architect in the AE team with Enterprise service Bus UPM3 Framework with Open source Gateway Initiative (OSGI) designing. And he is the only resource in the company who has hands on knowledge and proficiency in all aspects of these applications i.e. MORC Framework, MINDI configuration application, AE tools and UPM3 Framework, Web sphere Message Broker layer and Foundation Framework.

**What will be the impact on the U.S. business if Mr. Anil Gogia will not be able to come to the U.S.?  What alternative action will be taken?  Please be specific.**

Anil Gogia has the subject matter expertise, technological skills, and in-depth knowledge on United Programming Model 3 (UPM), Foundation Framework 2, MORC Framework, MINDI configuration application, AE Logger, AE SUIT, AE MQ Visualizer tool and Medicare & Retirement application.

As a Technical Liaison, Anil is expected to work with multiple projects business analysts to understand and capture not only the business requirements but also technical requirements.

**Impact on the US Business**

ICD diagnosis and procedure codes are fundamental to UnitedHealth Group’s business operations. Significant changes to the coding structure will have major impacts on many business processes and systems. Industry analysts and advocacy organizations have prioritized ICD-10 and HIPAA 5010 as the top two initiatives for health care organizations’ focus for the next three years.

Due to ICD10 program United needs to integrate all its consumer and provider business application with UPM3 for the diagnosis and procedure codes. So that all business applications will reuse the same common framework UPM3, all changes will limit to UPM3 framework. In future when any change will come then we should enhance one common framework, which should be capable to handle all new changes rather than changing each business application individually as this is not best practice and will lead to more time to integrate and more associated cost. This can’t be done at offshore because of security reason and since each business applications have their own specific need to integrate UPM3 with their application which requires frequent and daily meeting with each business application to understand their requirement. With Non availability of Anil Gogia who is knowledgeable with all the technical skills required would affect the business growth and prospects.

Similarly Tricare data integration with AE UPM3 Framework is a critical project and need to be done with in specified time frame. It requires person to be available IN US as Tricare design and development can’t be done from off shore.

Medicare and Retirement is also going to integrate with UPM3 framework to consume new data sources Medica and Pacificare. A SME is required to integrate these new sources into existing data warehouse.

Any delay in these projects will affect business growth and prospect and business will not be able to compete with other competitors in market.

**Alternate**

Without Anil expertise, specialized knowledge, and his presence in the U.S. UHG would look for external candidate in US with similar technical skillet (Data power, Layer 7, Hibernate Framework, Spring Framework, DB2, Open Source Gateway Initiative (OSGI), Representational State Transfer (REST), Simple Object Access Protocol (SOAP) web services, SQL Server, UNIX, DB2, TWS, and Autosys etc.) to meet the project/business requirements. Hiring an external candidate with the required skills would take approximately 3 months and it would take another 6 - 9 months to bring this candidate to Anil's competency level by providing extensive internal training on the Application Enablement United Programming Model 2 and 3 Framework, Foundation Framework 1 and 2, Web sphere Message Broker, MORC, MINDI configuration application, AE Logger, AE SUIT, AE MQ Visualizer tool and AE consumer and provider data domains. This process requires min one year of time and more cost involved. Even to train the person Anil should be in US, because only physical hands-on sessions will be effective and give more confidence for the Development resource to handle the projects. Training the person through WebEx will not suffice in this case.

This results in a delay of 12 months for one resource to new integration programs timelines and would have significant impact to the timelines & the commitments made to our business & technology partners. Already with shortage of Resources on board( US) in UPM, WMB and Medicare & Retirement applications lot of critical future assignments are running with delays , not having Anil Gogia will add on the delays which will have direct impact on the business .

**-      Why is he needed in the U.S. at this time?  Please be specific.**

United Health Group is currently having around 15 data warehouses/ data marts such as Galaxy, PRDS, UGAP, Oxford, Ovation, ECR, CRM, NHI and many other. These data warehouses are providing healthcare analytical services across different geographical areas of United States.

UHG is planning to maintain compliance with regulatory changes and recent healthcare reforms; Optum Insight has planned to upgrade the proprietary analytic data warehouses, including ODM in the year 2012-13. This will require additional specialized resources having work experience in Mainframes, Data warehouse systems & Automation knowledge at Eden Prairie, Minnesota to perform the necessary project tasks with in short period of time. It is difficult to get specialized resource from external market and train them on the proprietary data warehouse technology in such a short period of time.

The scope of work includes complex design change to the base application, testing across various data warehouses and implementation of system upgrades. This requires resources having knowledge in UHG Optum Insight proprietary data warehouses like ODM and also having advanced and specialized ETL knowledge in SSIS Data Warehousing & Automation to design and perform data validation strategies.

Amit has been identified as one of the resources to work at US and also to be a part of all ICD10 projects to understand the business requirements and design effective test strategy to validate data quality in Data warehouse. Many of the project meetings will happen during US working hours and it is very difficult for Amit to attend all the calls during India late hours and gather the requirements for the projects

Amit is selected for Tricare Integration with UHN Reporting and Medica / PCP data sources integration in Medicare & Retirement data warehouses program because of his vast knowledge in these Analytical Data Warehouses. Currently he is the only resource in existing programs having expert knowledge about UHN Reporting and Medicare & Retirement. To timely complete new Integration into M & R / UHN Reporting we need a resource who can interact with Business Analyst, architecture group, data modeler group spreading over various time zones in US and that is only possible if the resource with required skill set is available in US.

**Will he provide training to U.S. employees?  If so, please provide a detailed training schedule.**

Mr. Anil Gogia will not be providing training to other employees in US, as the requirement is for the specific projects – integration of UPM3 framework, Foundation Framework to consumer and provider application and Anil will return to UHG India after the completion of these projects.