**A more detailed description of current job duties related to the ODM, UHN Reporting and Medicare and Retirement Data application noting the percentage of time spent on each duty.  Where applicable, state how Mr. Mehta gained specialized knowledge through performing this task**

Amit Mehta is working as ETL Lead in OptumInsight Data Management and Solution group.

Amit Mehta has 8 year 9 month experience of building data ware house/data mart creation and

Designing ETL framework, jobs.

He has been associated with the Ovation Data Mart (ODM), UHN Reporting and Medicare & Retirement

Applications for over 5 years and is a specialist on these applications technically and functionally.

Below are some Amit Mehta’s Technical duties in terms of percentage of time spent and value ads 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. Amit’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.
  + Identify new source and destination environments details where development and integration work will take place.

Amit has been extensively involved in the requirement gathering phase of all projects within the Ovation Data Mart (ODM), UHN Reporting and Medicare & Retirement and has acquired significant functional knowledge of the ODM, UHN Reporting & Medicare & Retirement 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 requirement.

* **Effort Estimation - 15%**

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. Amit’s work here involves:

* Analyze the complexity of development and integration of new sources in each requirement.
* Decide the type of technologies, tools and framework involved.
* Provide code freeze estimates once the development and unit testing done.

With over 5 years of experience on these assets Amit provides realistic estimates for all projects. 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 stakeholders.

* **Designing - 15%**

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 stakeholders.

Amit’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

Amit 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 (30%)**

Development and Unit Testing phase involves creation of new modules, scripts and SSIS jobs & test scripts. New modules are identified/created and reviewed and then reworked as well.

Amit is responsible for below activities:

* + Creation of new system integration framework.
  + Designing of database and objects (of SQL scripts, Procedures and complex SSIS jobs)
  + Automation scripts (if applicable)
  + Review the modules prepared by other team members.
  + Reporting of defects and retesting
  + Prepare/Review Summary

Amit is a specialist in ETL framework design and SSIS job creation. He has been a part of the DMS team since Feb 2008. During his tenure he understood and mastered the data model of these applications. His specialized knowledge on different source systems for these applications has enabled him to prepare comprehensive ETL framework and makes sure that all the business requirements are validated by test scenarios.

These Applications based on Microsoft SQL Server, Integration Service, SQL, IBM DB2 and Amit has extensive knowledge of these technologies and tool. He has developed over 600 complex ETL job for these application.

* **Documentation and Deployment - 5**%

Production Deployment and Documentation involves implementing and validating changes to the production environment. Amit’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
  + 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

Amit’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 Coordination (5%) –** It involves providing support for ODM, UHN Reporting and Medicare & Retirement applications in order to have keep data up to date and providing excellence delivery to end customers. This also requires coordination between Business Analyst, DBA and Helpdesk team 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.

With 5 year of experience on these applications Amit has extensive knowledge of different modules and he provides root cause analysis and fix within define SLA.

* **Process Improvement (10%)-** Amit Has over 8 year and 6 month experience of development and over 5 year of experience on these applications.

With his knowledge and experience he strives for implementing optimization techniques in the team.

* + Amit created automation script which saves 80 percent of manual effort during processing with these systems.
  + Created log analyzer for job streams and jobs in TWS
  + Implemented parallel processing in ETL jobs to reduce load time to around 60%.
  + He has implemented Matrix dashboard to keep track different incidents and their status
* **Business Reporting (5%) -** Amit 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.
* 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
* **Miscellaneous activities (5%) -**
* Team Management & Resource development.
* Facing Quality Audits for UHGIS & providing required support for organization levels audits like SOX.
* Maintaining project documents at SharePoint & Configuration & Knowledge Management.

As evident above, 90% of his work is centered on analyzing, planning, development and enhancing the ODM, UHN Reporting and Medicare & Retirement applications.

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

Amit Mehta has 8 year 9 month experience of building datawerehous/data mart creation and designing ETL framework, jobs. He has been associated with the ODM, UHN Reporting and Medicare & Retirement applications for over 61 months and is a specialist on these applications technically and functionally.

Amit having specialized knowledge in design/development of ETL programs specifically for Claim, provider and agent-sales within Ovation Data Mart (ODM), UHN Reporting and Medicare & Retirement Data Warehouse managed by OptumInsight DMS (Data Management Solutions) group. He is A Certified Claim and Provider subject matter expert have in depth knowledge of end to end claims processing which Helps in building new Capabilities for business.

He got trained in UHG proprietary tool like Supernova and Gateway tool to name a few. In the process he has acquired extensive expertise in these domains.

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 Amit are -**

* 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.
* Amit has designed the EPDL for UHN Reporting 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 for ODM 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 Ovation Data Mart he has designed algorithms to import Physician claims and Facility claims. Amit has vast knowledge of Claim Adjudication, Authorization and Coordination of Benefit (COB).
* He has setup complex ECG (Electronic Customer Gateway) and FTP-SFTP (File Transfer Protocol – Secured File Transfer Protocol) process for various external Vendors like Sricon, Wellmed, and XLHealth to integrate their data in Ovation data warehouse. ECG 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.
* Amit has Integrated Sircon, XLHealth, Sierra and other external vendors and internal sources data with Ovation data warehouse which is very significant to track daily Medicare Advantage and Medicare Supplement product application sales
* Amit has also created some major automation tools for monitoring morning checkouts for projects like ODM, M& R etc.

**Amit Has also developed following tool which are is use across the UHG –**

**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

Amit is a certified claim and provider subject matter expert (SME) and have hands of knowledge of health care domain as well as ODM, UHN Reporting and M&R data ware houses. 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, Ovation Datamart (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 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.

UHN Reporting will be integrating TRICARE provider data from NDB. There is a restriction that Tricare work cannot be done from offshore so subject matter experts for existing systems required to travel US for integration.

**Medica/PCP integration:** Earlier this year, UHG acquired two health plans in Florida Medica and Preferred Care. Amit is working to integrate the acquisitions into Ovation data warehouse. 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.**

**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 Data warehouse and Marts 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.**

**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. Amit Mehta and other resources who are working either with him on these data warehouse 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 Associate Leads or technical resources in the industry (outside of UHGIS).  What sets him apart?**

Amit Mehta has 8 years and 9 months experience in Data Warehouse development involving technologies such as SQL Server, SSIS, Data stage UNIX scripting, TWS, Oracle Database. Amit has worked for 61 months in UHG proprietary Ovation Datamart, UHN Reporting, 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 certified 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 Ovation Datamart, UHN Reporting and Medicare & Retirement applications.

The following attributes of Mr. Amit Mehta separates him from other Associate Lead or technical resources in the industry

1. Amit’s knowledge on Ovation Datamart, UHN Reporting, Medicare & Retirement Data Warehouse which are the UHG proprietary Data warehouses.

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

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

**4**. Over 5 years hands on experience 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. Mehta has?  What sets him apart?**

Mr. Amit has gained Knowledge on Claims (facility and physician), Provider, Member, sales and agent subject areas of Ovation data mart, UHN reporting and Medicare & retirement by virtue of his experience as he has been working in this domain since last 5 years. Most of the time he was involved in claim subject area and has developed/enhanced multiple ETL programs for this subject area.

Amit has an expert level knowledge in ETL Framework, ETL job designing and ODM, UHN reporting & M&R data warehouses. 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

Amit 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 3 data warehpuse applications and has deep knowledge of these data warehouses. He has worked on almost all modules of these applications.
* By working on these assets from last 5 years Amit has gain hand on knowledge ON ICD 9 Procedure code ICD 9 Diagnosis code. Amit has also developed ICD 10 testing tool which is very important in ICD 10 migration testing.
* Amit has hand on experience on ETL tools like Datastage, SSIS and databases likes DB2, Oracle, SQL Server etc. He has knowledge on TWS, autosys, HPSM, Qlikview.
* Beside this he has also undergone with Claim and Provider subject matter expert (SME)

Trainings

* Amit has deep knowledge of claim, provider, member, Diagnosis code, Procedure code, sales, agent, compliance domains which he gained in last 5 years. No other team member covers all these aspects.
* Amit has developed 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.

All other team members have less experience on these assets compare to Amit and no one in the team working on all data ware houses except the Amit.

-          **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

Amit has over 5 year of technical and functional experience on these data ware houses and can considered as SME for claim, provider, member, sales and agent subject areas of these assets.

**Amit Has also developed following tool which are is use across the UHG –**

**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 ODM, UHN Reporting and Medicare and Retirement Data applications?  Please provide job descriptions for these employees.**

Currently there are 5 resources working at Offshore (including Amit Mehta) for Ovation .data mart, UHN reporting and Medicare & retirement applications –

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

**Raghavendra K Rao(Software Engineer) :** He is working as a ETL developer . He has been primarily working Ovation Data Mart and UHN Reporting data ware house from last 21 months. He has very less knowledge of Medicare & retirement data ware house.

**Ayub Shaikh (Senior Software Engineer):** He is working as an ETL developer. He has been primarily working on Ovation Data Mart from last 10 months. He has no experience of Medicare & Retirement and UHN Reporting data ware houses

**Vipul Agrawal(Software Engineer) :** He is working as an ETL developer. He has been primarily working on Medicare & retirement data ware house. He has just 9 Months experience of this data ware house.

**Vinit Agrawal (Software Engineer) :** He is working as an ETL developer. HE is dedicated resource for Medicare and retirement and has just 4 month experience on it.

**Naga Ravindra (Senior Software Engineer) :** He is working as an ETL developer. He joined UHG 3 months back and working on UHN Reporting data warehouse.

**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.

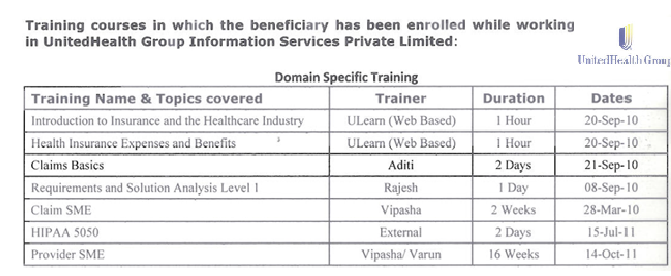
Amit has completed 60 hrs. Ovation data mart, 40 hrs. UHN Reporting, 90 hrs. Medicare & Retirement and 90 hrs. Healthcare domain training.

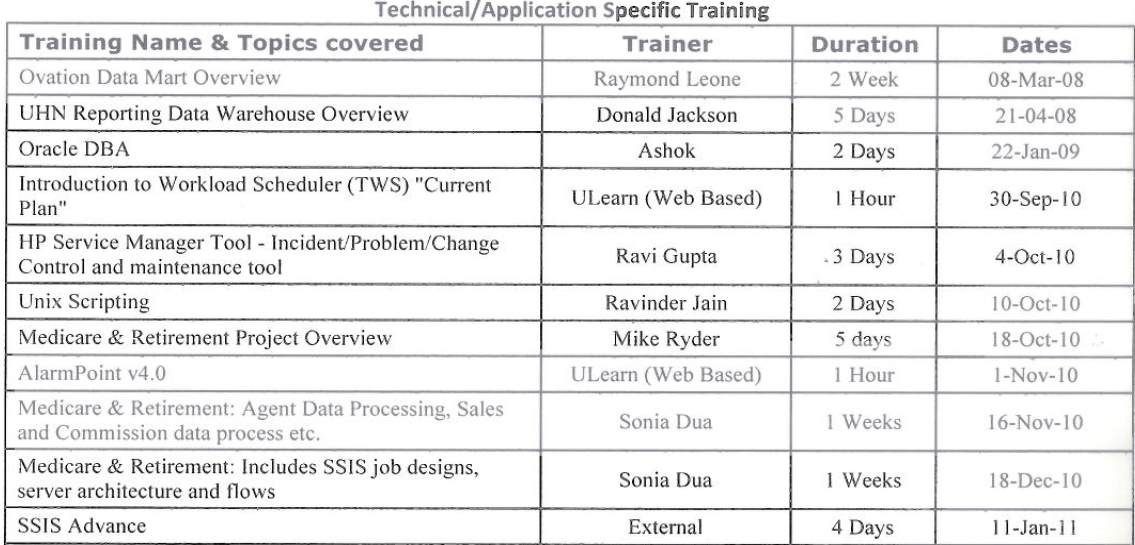
**Please find the detailed descriptions of the training undergone by Amit :-**

* 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 4 other resources at comparable position working within Data warehouse group at Eden Prairie office.

**Amarendra Poka-** Working as senior software engineer in PRDS application.

**Bhaskar Chowdam –** Working as ETL developer in UGAP application

**Ashish Agrawal -** Working as ETL developer for Galaxy Data warehouse

**Philip Hill-** Working as a mainframe developer (MVS system) for DSS application.

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

* Amit Has 8 year 9 month experience of data warehouse and ETL applications.
* He has over 5 year experience on UHG proprietary applications ODM, UHN reporting 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 these applications.
* 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.
* Amit has vast experience on ETL tools like SSIS, data stage and Oracle, SQL Server, TWS, etc.

No one outside the UHG has the knowledge of these applications as all these applications are proprietary of UHG. Amit 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 ODM, UHN Reporting and Medicare and Retirement Data applications?  How is Mr. Mehta different than these employees?**

No one in US working on the ODM, UHN Reporting 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

Amit is the only Associate Lead in the DMS team with SSIS ETL designing. And he is the only resource in the company who has hands on knowledge and proficiency in all aspects of these applications.

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

Amit Mehta has the subject matter expertise, technological skills, in-depth knowledge on Ovation Data Mart, UHN Reporting and Medicare & Retirement application.

As a Technical Liaison, Amit 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 Optum Insight needs to update all its date warehouses which include ODM for the diagnosis and procedure codes. Which can’t be done at offshore because of security reasons, Non availability of Amit Mehta who is knowledgeable with all the technical skills required would affect the business growth and prospects.

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

Medicare and Retirement is also going to integrate new data souces medica and Pacificare. A SME is requires 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 Amit expertise, specialized knowledge, and his presence in the U.S. UHG would look for external candidate in US with similar technical skillet (SSIS, 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 Amit's competency level by providing extensive internal training on the data domains. This process requires min one year of time and more cost involved. Even to train the person Amit 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 ODM, UHN Reporting and Medicare & Retirement applications lot of critical future assignments are running with delays , not having Amit Mehta 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. Amit Mehta will not be providing training to other employees in US, as the requirement is for the specific projects and Amit will return to UHG India after the completion of these projects.