1. What is your specialized knowledge? Why it’s specialized Knowledge? (Special application + Domain knowledge+ Functional knowledge + technical skill collectively make the specialized knowledge)

Around 3 years.

I am working with united health group from past of 2 and 1/2 years. During this time of period I worked on Community and state application. .I am having specialized knowledge in UHONE architecture and the CPM Extract utility which is being used in the member, provider module applications like PCP member panel roster, OptumRxAccum exchange.

CPM Extract Utility is developed by me and having the end to end flow knowledge to extract the data from diff-diff vendor and load into UHONE repository by working on this Utility I gained the unique knowledge to migrating data module for PCP member panel roster, OptumRxAccum exchange applications.

I have attended the 450 hours of training on member, provider module applications which helps me to work on critical applications like PCP member panel roster, OptumRxAccum exchange.

I am working in UHONE project from past of 2 and 1/2 years .I am having specialized knowledge in UHONE architecture and Extract utility which are proprietary to UHG. Also, I am holding a strong knowledge in health care domain.    
I have been involved in creation of APT tool which is created using Facets Custom extensions and this tool is leveraged in almost all the Interface Standard Validations which delivers quality result and is specific to UHONE project. This tool is being used for enrollment, claims and authorization process integrated with facets application in UHONE. With the development of APT tool I have gained in depth knowledge of the entire Facets Custom extensions as well as the Upstream and downstream Integrated UHONE propriety applications.

Along with this I am consistently working on UHONE Upgrade, A blue chip program which needs immense technical/functional Knowledge. I am familiar with all the in and out of this project as I have been involved in this project since inception and also projected training which is periodically equal to 1000 hours.

Also I have developed tools on SharePoint internally such as MBJL (Master Batch Job List) which are being extensively used by offshore and onshore teams. This MBJL consist of all the batch jobs details that are currently being used in UHONE.

Purpose of tool n what it is doing and what specialized knowledge gained out of it.

2) Are there others on the team that performs the same type of work? If yes then why you?

No, I am chosen to work on this project as I am having strong knowledge in UHONE architecture and also working experience with existing compliance projects like Active payer database and HHS compliance projects. I am familiar with all the in and out of the project as I have been involved in this project right from the inception.

Others have not been involved in creation of APT.

3) Any training and certifications done?

Yes, I have done internal health care training, domain specific training and functional training that helped me in gaining the specialized knowledge. In addition to this my on job learning helped me in gaining the specialized knowledge.

4) What is the requirement in US? (Talk about up-gradation, integration, enhancement or migration). Why only you can do this work?

UHG is going to introduce many new health plans for new state like Huwai and new maxico.

To entertain these requirements we need to enhance our application to migrate new plans.

New plans are depend upon the claim, member and provider module. So each module area need to be enhance to migrate these new plans according to the requirement.

I have been involved in this application from right of the inception and I know the end to end flow of process. CPM Extract utility which is developed by me is being handle the data migration for this enhancement. So it will be very difficult to handle this application by some one else unless and until he/her is having the proper training and hands on to these applications.

At present, the Company is upgrading the UHONE project to support the FACETS 5.2 platform which is a compliance project. With the facets upgrade all the custom processes built on this application have to be upgraded. UHONE has several such custom processes (jobs and configurations) built on Facets application. All these have to be upgraded for compatibility.

In order to analyze the changes required to the existing system for Facets Upgrade one should have complete knowledge of the underlying technical architecture and custom processes in “COMMUNITY AND STRATEGIC PLATFORM project. This specifically requires my specialized knowledge in this up-gradation of UHONE as I gained strong knowledge in UHONE architecture, APT frameworks and configuration of EDI interfaces with facets applications. Also I am involved in these applications development from the time of inception and also project internal trainings on the processes.

5) How the work is a managed today from offshore?

As of now the applications are working for existing health plans which are developed at offshore and there is no onshore restricted configuration is placed for these plans.

6) Why this work can’t be done from India?

New plans which are going to introduce are configured for Huwai and newmaxico, the health plan member information having some [Protected Health Information (PHI)](http://web.townsendsecurity.com/bid/55333/How-is-Encryption-Used-to-Protect-Protected-Health-Information-PHI) restrictions which cannot be accessible from offshore So The project cannot be transferred to offshore and the development work for that compliance part is still in pipeline.

Upgrade is going live in December and i need to be there by the time upgrade is going live to support the compliance part of the project that cannot be transferred to offshore and the development work for that compliance part is still in pipeline.

Apart from that, with the upgrade we need to make some enhancements in the APT tool which includes membership PHI data which cannot be accessible from offshore.

7) What is the impact if your visa gets denied or if you don’t travel?

UHONE is a UHG proprietary project, having multiple processes which are built up on UHONE architecture which is not known outside of the Company. Any delay in the projects will impact the state regulatory mandates and CMS compliance requirement which may result in heavy penalties on the Organization and also impact the business growth.

Around 30 million users will be impacted if this requirement is not done + Financial amount.

8) How long it take for some person to get trained for this position in US? Or how much time a person need to take your position in US?

Hiring & Training resources to work on “APT interfaces and Facets custom applications” projects is not feasible at this point of time as it would take around a year or more, for other resource to gain equivalent knowledge and also require a working knowledge of 6 months to complete the projects within the deadlines as per UHONE standards . There could be a risk of hiring a new resource, training him/her within short duration for the project could impact the quality of deliverables as the expertise needed cannot be gained in that time and UHG may fail to comply with the deadlines. That means failure in meeting regulatory and compliance requirements, which may result in heavy penalties on United Health Group.

9) How many end users will be impacted?

Any delay in the projects will impact 30 million end users.

10) What is Plan B if you don’t travel?

There is no Plan B. My travel is very important for our business.