Mr.Himanshu has been working on Facets from past 6 years implementing the United Health Group Behavioral , Dental , Community and State and now Employer and Individual Business. Facets is a TriZetto Product but has been customized to a great extent so that it can be integrated with multiple United Health Group proprietary applications existing in the UHG ecosystem. He has very good knowledge and work experience in Facets 5.4, EIEI, EDI interface,MuleSoft,Talend, EC Map, SQL Server 2012, C# dot net, VB dot net and VB scripts. Himanshu has consistently working for Dental and other medical projects in facets to customize the business requirements. The customizations include the Batch Interfaces, APIs, Custom Frameworks , Custom Extensions , Custom Databases , Custom Portals as per the UHG business needs.

Himanshu has almost 4 years of experience working on the Dental Facts Applications like:

1. HCR Claims Accumulator

2. FTS and Membership Extracts (FTS stand for Financial Tagging System)

3. Payment Integrity

All the 3 applications are UHG proprietary applications and Himanshu has been involved in the development of these framework\applications right from the day he joined United HealthCare.

FTS (Financial Tagging System) another application is used to send claims and capitation payment details to General Ledger for financial reporting, whereas the Membership extracts or FDRI (Financial Data and Reporting Improvement Program) focuses on improving the accuracy and automation of the financial reporting for Specialty Benefits. This project was created to handle a subset of all the changes under the FDRI program which includes creating and sending membership transactions to financial tagging System. There is a complex algorithm that runs in the background to ensure that the all retroactivities that has been happen in current rolling period should have been reported to General Ledger. A separate process has been developed for scenario, when Membership transactions posted incorrectly to the General Ledger. In such a scenario, these transactions need to be Reversed and then Corrected by the process.

For UHOne Facets, he has been working as a Subject Matter Expert for UHOne Enrollment, Claims and Financial System applications and has developed multiple Custom Interfaces like Facets UHOne Finance Transactions from Lockbox, Credit Card, and Automated Clearing House (ACH). These applications are being used for Billing and receipt management of checks, Credit Cards and ACH payments for UHOne products like HADC, Vision, Dental and HPG2.

Apart from that he is also responsible for Real time Eligibility Intake and IVR services which will require Mulesoft API services interaction with Facets FXIs.Himanshu has created an Optum proprietary API framerwork for all mule services in Aug 2018 leveraging mulesoft and munit. This framework can be extended across multiple scrum teams in the US and will help them in increasing the speed to market.

He is also responsible for Development and Customization of Facets Batch Framework from scratch tor Automation and Configuration of TriZetto Facets Batches. Eligibility, Billing and Receipt Processing Batches were his past assignments and currently acts as a backbone for all the UHOne Interfaces.

As a part of his current projects, he has started working on Configuration of UHOne’s Fully Automated Claims Process which includes setup of multiple TriZetto Facets and HIPAA Gateway Batches, Development of Custom Claims Interfaces for Claims Validation, Splitting and Aggregation of ANSI X12 Standard 837 Claims Files , Claims Adjudication and Claims Repricing along with HIPAA Trading Partner configurations and EDI Compliance checks.

All the above applications required UHG proprietary application implementation and he has been involved in all the development, Implementation and Configuration activities of these Custom framework\applications since UHOne inception. All the above are very critical to UHOne Claims Process Implementation which is going to be released in few months.

These applications required various integrations, enhancements and configuration of Custom Batch Framework for Claims and Provider Batches to achieve certain features like loading ANSI X12 Standard 837 Formatted Claims to the Facets Database, Displaying Claims On HIPAA Gateway Inquiry Facility, Providing Acknowledgements to Trading Partners, Applying Member and Provider Validations on Claims using Custom Batches, Claims Adjudication, Claims Payment, Creating EDI X12 format file for Claims Repricing etc.

During his tenure in Optum, he has worked on membership Enrollment, Finance , Claims adjudication, provider contracting and Provider/Member Payment implementation on Facets for United Health Group Behavioral , Dental , Community and State and now Employer and Individual Business. He has worked closely with almost all of the integrated applications cutting across multiple functional areas and has a great understanding of the United Health Group eco system of application.

Mr. Himanshu has gained in depth knowledge on the application, data model, business flow and the application architecture. He has experience across all stages of Software Development Life Cycle (SDLC) like Business Requirement Analysis, Design, Development, Unit Testing, Systems Integration, UAT and Implementation of Business Application Systems on large scale development efforts leveraging industry standard. His knowledge of the UHG eco system has helped a lot of programs in the past in terms of identifying the dependencies and creating the integration strategies with the application. Since UHOne 2.0 inception, he has been creating the integration strategies with Consumer database system, Financial Systems and Claims Processing Systems. He has extensive knowledge of functioning of US- Healthcare (Eligibility, Enrollment, Providers, Subscriber/Member, Plans, Claims, Finance) domains along with Configuration of TriZetto FACETS and HIPAA Batches. Having deep understanding of the Agile methodology, he has helped the offshore Development teams to adopt Scrum Framework.

Having around 6 years of experience in Facets customization for UHG business and over 15 months of onsite experience with UHOne Facets, he has set up many processes for Estimates and Project Intake , Feature Prioritization and Grooming , Feature Sizing , Impact Analysis , User stories Grooming for the custom work .He has significantly been involved in identification and implementation of optimization techniques for each development phase starting from requirement analysis phase to deployment closure phase.

He is AHM-250 certified Healthcare Claims and Providers expert and has implemented a lot of Technical /Functional Bright ideas which has been leveraged across the organization .He has through understanding of internal processes of United Health group, required in all phases of software development life cycle. Himanshu is mulesoft certified API developer and has deep knowledge of internal/proprietary process for requirement gathering and solution analysis. Being a certified healthcare expert he has commendable Healthcare knowledge which empowers him with a good understanding of Technology and Processes .

Himanshu has been working on Facets implementing the United Health Group Behavioral, Dental, Community and State and now Employer and Individual Business. He is a certified Healthcare expert and has extensive knowledge of functioning of US- Healthcare domains like Eligibility, Enrollment, Providers, Subscriber/Member, Plans, Claims and Finance and has a great understanding of the United Health Group Eco system of applications. He has been working with UHOne 2.0 program since inception .He has very good understanding of UHOne E&I business as well as the customer base and has played a vital role in launching UHOne Products like Health Allies Discount Cards, Dental and Vision and HPG2 Products.

Himanshu has been associated with the Facets team for almost 6 years now. He joined this team as a software engineer and climbed up the ladder to become a SME of FTS, Claims and Enrollment. During his over 15 months of onsite experience with UHOne, he has gained tremendous knowledge about these application, a very sound knowledge of the external entities that these systems interacts with and also the end to end SDLC involved in this line of business. He is not just development lead but also a mentor to the other team members. The amount of knowledge he has gained in these years clubbed together with his leadership skills makes him the most valuable asset not just to the development team but also to the UHOne program. He has been involved in requirement gathering, feasibility study, design, development and unit and system testing phases and hence is the most looked up to resource for any development\enhancement on any of the above mentioned application.

Finance, Enrollment and Claims is one of the most critical module which is being used in United Health One project which is generating most of the revenue for the organization, He acts as Subject Matter Expert for Finance and Claims Applications and has also been involved in the optimization and delivered a large number of projects\ implementation on these applications .He is currently working as development lead for claims team and responsible for development and automation of UHOne Claims process. He has developed and implemented the Custom Facets Batch Framework and is individually handling the whole Claims Process configuration for UHOne. He has and will continue to play a vital role in working with Business /Operations team for the new Product and their launch in the market. His healthcare knowledge complimented with the Technical expertise in Dev Ops, Scrum Framework and Automation is playing a key Role in increasing the speed to market and remain competitive. In order to have better consumer experience, He is directly working with the Design, System/Business Analyst and Architect team in US to make the UHOne 2.0 Claims Process a grand Success.

Mr. Himanshu currently holds the specialized knowledge position of Sr. Software Engineer at Optum and has 6 years of extensive US healthcare experience. He has dedicated his time at Optum specifically working within Optum business requirements and healthcare domain to build the proprietary UHOne 2.0 program from scratch. Within the UHOne 2.0 Project, he specifically focuses on the implementation of Health Allies Discount Card, Dental, Vision and HPG2 Products. Mr. Himanshu serves as the Subject Matter Expert for UHOne Finance Interfaces and working as development lead for claims team involved in design and development of Financial System Applications. He is also responsible for configuration and automation of UHOne 2.0 Claims process right from Claims Loading till Claims Payment. He has been involved in this project since the inception and has excellent Understanding of all the UHOne Interfaces. During this course of period, he has worked on all the entities of claims processing like Finance, Eligibility, Subscriber/Members, Providers, Billing and Claims.

Mr. Himanshu configures implements and automates TriZetto Facets and HIPAA Gateway Batches, develops Custom Processes for Claims Validation and Claims Repricing and as such has the most in-depth knowledge and understanding of Claims process and Trizetto Batch Configuration and Automation. He individually developed and configured the Custom Facets Batch Framework that has been widely used in UHOne for running Facets Billing and Receipt processing Batches and currently acts as a backbone for all the UHOne Interfaces.

He have not only been a key member of the core team that developed these application but has also been involved in the optimization of these applications and delivered a large number of projects\ implementation on these applications. During this course of period, Applicant worked on all the entities of claims processing like Finance, Members, Providers and Claims. Applicant gained a thorough insight into the application and has great expertise especially in the Finance, Claims and Enrollment. Apart from just the delivery, Applicant's involvement in customization and performance tuning of Applications and the Scheduling of interfaces to produce the efficient output, has earned him very good repute among the onsite counterpart and makes him a very valuable and irreplaceable member of the team. As a Developer, applicant's duties and responsibilities include:

1. Business requirement walkthrough with business or onsite coordinator.

2. Requirement Analysis

3. Prepare Software Requirement Specifications and design.

4. Development of the modules assigned.

5. System/Integration Testing of the deliverables.

6. Validation\Review of deliverables

7. Team Meetings & Status reporting of the tasks

8. Mentoring and guiding the team in their deliverables.

Finance and claims is the most critical module which is being used in United Health One project which is generating most of the revenue for organization. Applicant has not only been a key member of the core team that developed the applications on finance module but has also been involved in the optimization of these applications and delivered a large number of projects\ implementation on these applications.

Below job duties are performed by the applicant during the development of projects-

1. Project/ SPRFs Analysis & Design (30%) -

Himanshu participates in "Business Requirement walkthroughs" and discusses with business partners regarding the changes to the application and does a feasibility analysis of the requirements, only a person with expertise on an application can understand the requirement and verify the business standard point. His experience equips him to give feasibility checks in stipulated timeframe. His frequent interactions with application owners helped him develop a better understanding of the entire application.

-Preparation of technical specification documents and detail design documents for all the changes that come as requirements in the project.

-Preparation of Technical Specification documents and conducting regular meeting with business and obtaining approvals for the defined scope.

-He has been coordinating offshore team for the end to end development and single point of contact to communicate with business

2. Development of critical modules– (40%)

Himanshu developed the critical finance applications with in a limited time span. Being an experienced developer, Himanshu closely works with the development team and performs code review, and deliverable’s review.

- Analyse all simple, Medium, Complex requirements and raises clarifications and obtaining user responses to confirm the scope of development.

- Prepare and define the implementation approach and Psuedo code logic to meet the requirements.

- Upon confirming the approach, the technical requirements will be translated into SQL scripts and perform Unit testing.

- Extending guidance and support to fellow team members and help them to understand the technical functional requirement and complete the development on time.

- Preparation of Unit tests Cases and holds the Integration Testing Responsibility before sending it to the QA team.

3. System Testing (10%)

Himanshu works with the QA team helping them in understanding the test scenarios

- Attends test case walkthrough and provides suggestions for validating all scenarios.

- Assists the QA team in creation of test data in all scenarios based on the requirement.

- Provide support in creation of test data for all the scenarios and provide the execution steps to the QA team for testing the process flow.

- Responsible to check the concerns raised by the QA team and take necessary action.

4. Deployment/Validation (10%)

Himanshu has been associated with Uhone project so he has better control on the processes used in almost all the modules of Uhone Facets. As part of this, Himanshu performs below activties –

- He plays a key role in resolving all the Production Deployment and post-deployment issues with ease and high quality.

- He provides post deployment support in the form of business change requests and also ensures that all the required processes and standards have been followed to ensure that high quality deliverables to the business users.

5. Onshore/offshore coordination (10%)

Himanshu acts as a Communication liaison between business and development teams. He updates the business partners, Development leads and Solution architects about the project progress and discusses with them any potential issues to the project implementation.

Mr. Himanshu has been working on Facets implementing the United Health Group Business Goals. He has extensive knowledge of functioning of US- Healthcare domains like Eligibility, Enrollment, Providers, Subscriber/Member, Plans, Claims and Finance and has a great understanding of the United Health Group Eco system of applications . He has been working with UHOne 2.0 program since inception .He has very good understanding of UHOne E&I business as well as the customer base and has played a vital role in launching UHOne Products like Health Allies Discount Cards, Dental and Vision and HPG2 Products.

Finance, Enrollment and Claims is one of the most critical module which is being used in United Health One project which is generating most of the revenue for the organization, he acts as Development Lead for Major UHOne Applications and has also been involved in the optimization and delivered a large number of projects\ implementation on these applications.

During his 15 months of onsite experience he was leading the finance, enrollment and claims team right from the inception, He was involved directly with the Design ,System/Business Analyst and Architect team and participated in requirement Reviews and clarification meetings with business users during U.S. business hours and getting necessary clarifications from them.

His team is also reponsible for launching UHOne Products like Health Allies Discount Cards, Dental and Vision and Healthiest You Products.He will be managing the launch of HPG2 in Jun 2019 and currently responsible for development and Automation of UHOne Claims process. He has developed and implemented the Custom Facets Batch Framework and handling the team responsible for Claims Process configuration for UHOne. He has and will continue to play a vital role in working with Business /Operations team for the New Product and their launch in the market.

His healthcare knowledge complimented with the Technical expertise in Dev Ops , Scrum Framework and Automation is playing a key Role in increasing the speed to market and remain competitive . In order to have better consumer experience,He is directly working with the Design ,System/Business Analyst and Architect team and Claims SMEs in US to make the UHOne 2.0 Claims Process a grand Success.

**Mr. Vishal has been working with Facets implementation for UHOne 2.0 since inception from Oct 2016.He serves as the Subject Matter Expert for UHOne Finance Interfaces and is actively involved in design and development of custom Financial System applications. He has developed a Custom Batch Framework for Automation of TriZetto Facets Batches and has successfully implemented the Billing and Receipt Processing Batches. He has developed multiple custom processes which includes Talend batch interfaces, Mule Soft APIs , Custom Extensions , Custom databases as per UHOne business needs.He has always come up with new and innovative ideas to support business requirement with minimal effort. He has thorough understanding of Agile Practices and has really helped the team to change their mindset to support agility. This is being possible only because of his vast and tremendous knowledge of these applications and the business purpose.Mr. Vishal being a Dev Ops expert, has implemented the Continuous Integration/Delivery and Deployment pipeline .He has created an Automation Framework leveraging Talend, Maven, Java which resulted in batch automation implementation. He also helped the team integrate the Git hub repository with Jenkins and XL deploy and Release tools to automate the deployment pipeline which significantly increased the speed to market any New Product launch by UHOne business**

Himanshu’s knowledge on Health Care Business, Facets application, EIEI and EDI processes and technical knowledge is commendable. Having one of the longest tenure on Facets projects till date, Himanshu has gained sound knowledge on all financial applications. Himanshu has played a vital role in successful and timely completion of critical compliance projects in Dental and UHOne Facets.He is a leader with respect to Facets custom processes specific to UHOne and Dental Facets project, Eligibility Intake system and EDI interface process and possesses the specialized technical knowledge needed to deploy the system enhancements.

Himanshu has extensive knowledge on technologies and applications used in U.S. Healthcare, his knowledge on this plays a key role in gathering the requirements from business users at the Onshore. His specialized knowledge on EIigibility Intake, EDI interface process, technologies like facets, Sybase, SQL Server, Dot NET, VB Scripts and creating facets custom extensions using C# dot net is unparalleled and his tenure at UHG proves him to be a value added resource who not only has qualified experience in US Healthcare Domain but also expert knowledge in creating and configuring the extension using c# in facets application.

Himanshu has been consistently working on Facets extensions with c# dot net both XCOM and embedded extensions. He has worked on many complex extensions within facets for which we do not have any one who possess this knowledge in US. There are very few people within UHG who possess this specialized knowledge.Himanshu acquired these skills through both offsore and onshore experience of 6 years in US health care related projects.

The following points describe more about the experience and activities he manages

* Excellent understanding of US Healthcare Business, Facets application.
* He has gained good knowledge over Facets Dental and UHOne project by working in Enrollment, Finance and Claims related projects and He was also plays key role in Payment Integirty project.
* Single handedly develop Facets Batch frameowrk from scratch and successfully implemented for Facets Billing and Receipt processing Batches and currently acts as a backbone for all the UHOne Interfaces..
* Have vast experience over MULE API development and FXIs, also built Mule domain framework which helps UHOne business to support API development in agile manner.
* Himanshu sucessfully leading the team reponsible for launching critical healthcare products such as Health Allies Discount Cards, Dental, Vision and HealthiestYou Products.
* Himanshu plays a crucial role in reviewing deliverable components developed by the team in order to give a 100% defect free delivery.
* He has developed tools on such as Template Exprses, Deployment Utility, Facets Batch framework and Mule Domain framework. These are being extensively used by offshore and onshore teams.

UHOne 2.0 Project is a transformation from a legacy system to TriZetto’s FACETS enterprise solution from scratch which included migrating all application functionality and convert data from a mainframe-based system to an open systems environment. We have successfully launched HADC, Vision, Dental and HPG2 Products. We are planning to Go Live with our Claims Process by the end of this Year. Automation and Configuration of Claims Process is a very complex and crucial process and generates most of the revenue for the organization. Claims processing is very essential part of an Insurance Provider and needs high expertise. Claims processing is applicable for almost each and every individual enrolled in the Healthcare plan.

He has developed a Custom Batch Framework for Automation of TriZetto Facets Batches and has successfully implemented the Billing and Receipt Processing Batches in his past assignments and is the only candidate with the required expertise to setup the Claims Process for UHOne 2.0. Claims processing incudes multiple steps like Claims Loading, Claims Pre-Adjudication, Claims Adjudication and Claims Post Adjudication. Mr. Himanshu will be responsible for Automation and Configuration of the whole end to end process which includes configuration of HIPAA and Facets Batches using Custom Batch Framework along with development of other custom processes for Pre- Adjudication and Claims Repricing.

The target is to go-live to market in phases, with different products launched over the year 2017 and most of 2018-2019, in order of increasing complexity of features UHOne business went live on 6/9/2017 with Non Medical Product (Health Allies Discount Card) Dental & Vision Products on 3/3/2018 and Healthiet You on Aug 2018. Major Medical Products are in pipeline for Jun and Oct 2019 and a significant product from business perspective. Health Allies discount card is not an insurance plan having Claims but its a simple plan leveraging which the consumer can avail discounts at Hospitals, Clinics and pharmacies etc. Dental and Vision Products as the name suggests would cover up for the coverage which is not there as per the ACA plans. Major Medical Products will have Health insurance as per the ACA act and will also provide the accidental coverage as a top up.

1.Currently HADC(Health Allies Discount Card) can be leveraged by the Consumers to avail the discounts at Hospitals, Clinics, Pharmacies etc.

2.Over 10000 people enrolled for HADC and they were all set up on Facets using Real time interaction with Estore( the Enrollment portal). 2018 Forecasted gross sales of 580,000+ of Short Term Medical and Ancillary members.

3.Current IT budget is $9.1Million

4.Reinvent UHOne as a digital payer to significantly enhance operational efficiencies and provide real-time engagement with members, providers, and brokers, and reduce annual costs $25-$50 million from the Facets project.

Once the Claims process is fully functional in UHOne 2.0, we will be able to offer more plans to the consumers and add more value to the Organization.

As mentioned above, with the unique skillset on United Health Group applications knowledge and experience, Himanshu’s travel to onshore will definitely be an added advantage for further expanding and customizing the internal applications and tools within Facets Dental Projects to meet project timelines

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| --- | --- | --- |
| Requirements gathering | 20% | Himanshu Participates in "Business Requirement walkthroughs" and discusses with business partners regarding the changes to the application and does a feasibility analysis of the requirements, only a person with expertise on an application can understand the requirement and verify the business standard point. His experience equips him to give feasibility checks in stipulated timeframe. His frequent interactions with application owners helped him develop a better understanding of the entire application.   * Requirements discussions with Business Team/ Users and gathering requirements. * Analyzing the requirements and high level documentation of the business requirements. * Analyzing & Impact Analysis of the reports and Preparing the final set of In Scope reports * Participation in Requirement Reviews and clarification meetings with business users during U.S. business hours and getting necessary clarifications from them. |
| Technical Analysis | 10% | Himanshu experience helps him in analyzing the requirement and identifying if there is any scope to reuse existing processes or logics. Only a person with good understanding of the underlying technical architecture/ framework can analyze, estimate and design the implementation of the new requirements. Finds an optimal solution for implementing the requirements;   * Preparation of techincal specification documents and detail design documents for all the changes that come as requirements in the project. * Preparation of Technical Specification documents and conducting regular meeting with business and obtainting approvals for the defined scope. * He has been coordinating offshore team for the end to end development and single point of contact to communicate with business |
| Support Development and Testing | 10% | Being an experienced developer and lead for Enrollment,Claims and Finance Team, Himanshu closely works with the development team and performs code review, and deliverable’s review   * Analyse all simple, Medium, Complex requirements and raises clarifications and obtaining user responses to confirm the scope of development.      * Prepare and define the implementation approach and Psuedo code logic to meet the requirements. * Upon confirming the approach, the technical requirements will be translated into ETL batches and perform Unit testing. * Extending guidance and support to fellow team members and help them to understand the technical functional requirement and complete the development on time. * Preparation of Unit tests Cases and holds the Integration Testing Responsibility before sending it to the QA team. |
| Estimates and Projects Intake | 20% | Himanshu attends regular meeting with Business and Stakeholders on a daily basis, to gather requirements and to update the development status on every project. Then, communicates the development standpoints, milestones, discusses the solutioning & architectures and potential challenges and issues in the processes, provides the team with optimized solutions. |
| Status meetings | 10% | Himanshu acts as a Communication liaison between business and development teams. He updates the business partners, Application leads and Solution architects about the project progress and discusses with them any potential issues to the project implementation. |
| Support system testing | 10% | Himanshu works with the E2E testing team helping them in understanding the test scenarios   * Attends test case walkthrough and provides suggestions for validating all scenarios * Assists the QA team in creation of test data in all scenarios based on the requirement. * Provide support in creation of test data for all the scenarios and provide the execution steps to the QA team for testing the process flow   Responsible to check the concerns raised by the QA team and take necessary action |
| Knowledge Transfer | 10% | Being the senior most resource in the team, Himanshu regularly conducts training sessions to transfer knowledge to other team members and to improve their competency in facets architecture. |
| Production Promotion and Post - Production Support | 10% | Himanshu has been asssociated with UHOne project from scratch and has better control on the processes used in almost all the modules of UHOne Facets. As part of this, Himanshu performs below activties –   * He plays a key role in resolving all the Production Deployment and post-deployment issues with ease and high quality. * He provides post deployment support in the form of business change requests and also ensures that all the required processes and standards have been followed to ensure that high quality deliverables to the business users. |