**Kanchan Lata**

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**Objective:**

As a Business Analyst with 10+ years of experience in the domain of Healthcare, Pharma and insurance with strong understanding of business process modelling, business process flow, elicitation techniques and experience in management of business requirements using SDLC methodologies and RUP processes, UML modelling, Proto type design, RAD and JAD sessions.

**Summary:**

* Worked with FACETS Team for HIPAA Claims Validation and Verification Process (Pre-Adjudication).
* CMS, Health Assessment Systems , Hl7 Standards, HIPAA ,PPACA(Patient Protection and Affordable Care Act), Compliance issues, LOINC and SNOMED Mapping, HL7 Message Validation, ICD 9, Electronic Health Records, Electronic Medical Records.
* Extensive experience in designing and managing SQL databases and servers, with expertise in writing and optimizing SQL queries for complex data analysis, utilizing tools such as SQL Server Management Studio, SQL Server Profiler, SQL Server Reporting Services, with a focus on healthcare standards (HIPPA and HL7).
* Knowledge of evolving FHIR standards and interoperability using APIs.
* Excellent knowledge in Pharmacy Benefit Management (PBM), Eligibility, Billing, Plan & Product, Claims, Accumulators, Provider modules, Virtual pharmacy exchange solutions and claims process & management.
* Extensive healthcare experience in Medical Imaging, EHR/EMR, Medicare - Medicaid, HIPPA, HIX on EPIC software applications.
* Extensive hands-on and HealthCare management experience in a variety of projects involving the customization, design, development, implementation, and testing of automated systems to support the Medicaid Management Information System (MMIS) as well as day-to-day business operations.
* Strong familiarity with FDA QS 21 CFR for Pharmaceutical, GMP, GCP, GLP, CAPA, GRP & QMS.
* Experienced in Clinical, AL, ML, CDMs, Pharmacy, and Interfaces.
* Proven track record in PBM, GXP, and IDMP compliance, employing GXP guidelines and best practices to ensure regulatory compliance and optimize pharmaceutical data management.
* Experienced in product management with strength in areas of product development and tuning overall long term product vision and strategy based on continual assessment of internal data, market research, competitive research customer feedback, exposure to software management solutions, analysis and reporting, testing and requirement gathering.
* Experience in working with SSIS, for ETL process ensuring proper implementation of Event Handlers, Loggings, Checkpoints, Transactions and package configurations.
* Proficient in crafting various types of requirements documents, including Business Requirements Documents (BRDs), Functional Requirements Documents (FRDs), Business Process Documents (BPDs), meeting notes, use cases, and user stories.
* Experience working with EDI transactions - 834, 835, 837 & 820 for Enrollment, Claims (Inbound & Outbound) and Premium Payments.
* Spearheaded small and medium-sized enterprise (SME) initiatives, optimizing operations and driving growth through strategic planning and innovative solutions
* Expertise in System and Data Profiling, Data Conversion, Data Quality, Data Governance, Data Integration, Metadata Management Services, and Configuration Management.
* Proficient in designing and implementing data warehouses and data marts for business intelligence reporting and data mining, with experience in developing and documenting process flows for business processes.
* Expert knowledge and experience in ETL tools such as SQL Loader, Data stage, SSIS, SSRS, Power BI, Tableau and Informatics for transferring data between different databases.
* Knowledge of HTML for web development and data visualization.
* Expertise in System and Data Analysis, AL, ML, Data Profiling, Data Migration, Data Conversion, Data Quality, Data Governance, Data Integration, and Metadata Management Services, and Configuration Management.
* Defining test cases, creating test scripts, analyzing bugs, interacting with QA / dev teams in fixing errors and User Acceptance Testing (UAT)
* Experience in Waterfall Model throughout the SDLC of Project, Agile Methodologies within Scrum Teams, Lean Agile Framework within SAFe Value Stream Teams. Experience in enterprise data modeling tools and data profiling.
* Experience in use of Microsoft tools such as: MS Office Suite (Word, Excel, Outlook, PowerPoint), MS Windows, Project management tools (MS Office Visio, MS Office Project OneNote, SharePoint).
* Experience in using Agile and water fall methodologies and working knowledge in all areas of project life cycle in a structured change management environment.
* Experienced in DICOM, adept at bridging technical and non-technical teams by translating complex data requirements into clear, actionable insights. Proven track record in managing AWS services and leveraging Python for data-driven solutions.
* Proficient in using Use Cases, Activity Diagrams, Sequence Diagrams, Entity Relationship Diagrams, Collaboration Diagrams, Class Diagrams and document them using MS Visio and Rational Rose.
* Expertise in requirement gathering, Impact analysis, documentation.
* Created defect tracking using JIRA and reviewed them in subsequent iterations of the application development process.
* Proficient communication skills enable business analysts to extract and articulate business requirements accurately, bridging the gap between technical and non-technical stakeholders.

**Educations: MBA in Finance and HR, BBA**

**Professional Experience:**

**Business Analyst/ DataAnalyst**

**Blue Cross and Blue Shield of Minnesota Aug 2024 to Present**

**Project:** Project was represented as an initiative to enhance data-driven decision-making and reporting for Blue Cross and Blue Shield of Minnesota. It focused on improving website functionality, developing Power BI dashboards, and optimizing data processing using tools like SQL, SAS EG, and Visual Studio 2022. Secure access was ensured with Cisco Secure Client and Okta, while collaboration was streamlined using GitKraken and Smartsheets. The project delivered improved insights, operational efficiency, and an enhanced user experience.

**Responsibilities:**

* Worked with the core team to design business requirement collection approach based on the project scope and SDLC methodology. Designed and developed project document templates based on DLC methodology.
* FHIR messaging, structure and expertise in building complex event based real time interface
* Act as a liaison between Health Authority and clinics participating in the EMR Adoption Program. Provide vendor neutral advice and guidance for clinics relating to EMR software selection and acquisition, planning, implementation, optimization, and best practices.
* Execute business analysis processes to facilitate the user/function/design relationships within the LIMS system including documentation and test scripting.
* Gather and analyze client’s business requirements for design, application configuration and implementation of UI/UX web initiatives.
* Involved in the development, requirements elicitation, documentation (use cases), design, and implementation of electronic health record systems.
* Develop implementation guidelines and principles for practice-based clinical applications, including various practice management and EMR systems. Coordinated the integration of clinical applications and electronic health record (EHR) systems to the HIE.
* Interviewed distributed IT services across the different department to gather requirements and capabilities of the existing services.
* Involved in using the Agile Project Management Tool Version One and Azure DevOps in creating epics, features, backlogs, user stories and generating various reports via the tool.
* Conducted data Mapping and data base change sessions, Identified the existing data fields in SharePoint data mart which is the centralized database for Aventis applications and required data fields for TEN application.
* Used knowledge of Health Care Information Systems EMR model to develop proposed workflow in MS Visio.
* Created workflow diagrams, UML diagrams, process models, activity diagrams, use cases, for incorporating design changes in the system. Scheduled conference, facilitate in JAD sessions with business SMEs and developer.
* Conducted gap analysis on the "as-is" and "to-be" states which required working very closely with the data analytics team and other teams which were located in other locations across the nation
* Analyze and translate business requirements into clear and concise user stories, use cases, and functional specifications to facilitate development processes.
* Tested the centralized availability of patient electronic health record data at front and back end.

**Role: Sr. Business Analyst/Scrum Master**

**McKesson Corporation- Irving, Texas Aug 2022 to Mar 2024**

The project involved developing an online Health Information Exchange (HIE) and secure web portal with EMR functions and Clinical Decision Support (CDS) tools for improved care management. I contributed by performing data analysis, defining system requirements, ensuring data accuracy, and generating reports to track healthcare trends and system performance, supporting the development of a Health Care Cost Containment System and interoperable application for tracking patient medical history.

**Responsibilities:**

* Worked on defining and managing Electronic Health Record (EHR), Health Information Exchange (HIE), Health Exchange (HEX), Protected Healthcare Information (PHI) and Healthcare reform processes.
* FHIR messaging, structure and expertise in building complex event based real time interface
* Act as a liaison between Health Authority and clinics participating in the EMR Adoption Program. Provide vendor neutral advice and guidance for clinics relating to EMR software selection and acquisition, planning, implementation, optimization, and best practices.
* Develop implementation guidelines and principles for practice-based clinical applications, including various practice management and EMR systems. Coordinated the integration of clinical applications and electronic health record (EHR) systems to the HIE.
* Defined Functional Test Cases, documented, Executed test script in QNXT system.
* Execute business analysis processes to facilitate the user/function/design relationships within the LIMS system including documentation and test scripting.
* Adapting and converting segments of HL7 messages for proper transmission to EPIC.
* Assisting in JAD sessions to identify business flows and assess impacts of EDI X12 Transaction, Code set, and Identifier aspects of HIPAA on current or proposed systems.
* Developed and documented technical requirements for data platform projects, translating complex technical concepts into clear, non-technical language for diverse stakeholder understanding.
* Implemented data visualization tools to create actionable insights and dashboards, facilitating informed decision-making by translating data into meaningful visual representations.
* Analyzed business and user need, through research and fact-finding combined with a basic understanding of applicable business processes, systems, and industry requirements. Used Test Director, PL/SQL for testing the application.
* Interviewed distributed IT services across the different department to gather requirements and capabilities of the existing services.
* Ensured data accuracy and completeness by performing data profiling, quality checks, and validation against the data warehouse. Also performed extensive Data Validation, Data Verification against Data Warehouse.
* Designed and developed data models that enabled efficient querying and reporting using SQL Server and other database management systems like Oracle.
* Created and documented project requirements, data dictionary using tools such as JIRA and Azure DevOps.
* Reviewed data flow diagram to illustrate where data originated and how data flowed within the Enterprise Data warehouse (EDW).
* Built the model on Azure platform using Python and Spark for the model development and Dash by plotly for visualizations.
* Conducted data Mapping and data base change sessions, Identified the existing data fields in SharePoint data mart which is the centralized database for Aventis applications and required data fields for TEN application.
* Developed the ETL Informatics Mappings for importing data from ODS into subsequent data marts.
* Used knowledge of Health Care Information Systems EMR model to develop proposed workflow in MS Visio.
* Created workflow diagrams, UML diagrams, process models, activity diagrams, use cases, for incorporating design changes in the system. Scheduled conference, facilitate in JAD sessions with business SMEs and developer.
* Conducted gap analysis on the "as-is" and "to-be" states which required working very closely with the data analytics team and other teams which were located in other locations across the nation
* Analyze and translate business requirements into clear and concise user stories, use cases, and functional specifications to facilitate development processes.
* Tested the centralized availability of patient electronic health record data at front and back end.

**Business Analyst**

**Bristol-Myers Squibb -** **New York City, NY Apr 2020 to May 2022**

# The project was centered to enhance healthcare data management under **HIPAA** guidelines. Electronic Data Interchange (**EDI**) protocols were integrated to enable secure data exchange. Through rigorous analysis, gaps were identified and solutions formulated, resulting in streamlined processes for **EDI** transactions (837, 835, and 270/271). **Agile** methodologies were employed, prioritizing testing and user training to modernize healthcare practices and ensure **HIPAA** compliance.

**Responsibilities:**

* Created Business Requirement Document (BRD) and functional requirement document (FRD) for data transfer from UCM to third-party vendor, focusing on HIPAA 5010 compliance for 837, 835, and 834 EDI transactions.
* Coordinated efforts between IT, HEDIS vendor, HEDIS auditor and leadership to ensure a timely and accurate HEDIS submission.
* Defined project objectives, requirements and assumptions to structure effective integration and presented to the EHR/HIE, IT and physician steering committees.
* Engaged in JAD sessions to identify business flows and assess the impact of EDI X12 Transactions and HIPAA identifiers, conducting GAP Analysis for ICD 9 and ICD 10 pay or crosswalk.
* Interact with the Caremark teams to gather requirements for retail and PBM IPad integration project. Acted as a Medicaid and Medicare SME during discovery analysis.
* Analyzed System Impact including MMIS Tables, Windows, Reports and Interfaces to external entities.
* Analyzes benefit and contract configurations and processes to ensure information is entered correctly in QNXT
* Participated in testing of Orion Rhapsody Route to receive and process HL7 ORU R01 Version 2.5.1 messages to Websurv.
* Implemented Cloud based solution using AWS for machine learning and Artificial Intelligence model.
* RAD design workshop phase Presented actual working prototypes generated by programmers and analysts to the users using group decision support system and obtained refined requirements
* By creating workflow diagrams, UML diagrams, process models, activity diagrams, and use cases, I seamlessly integrated design.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams using UML changes into the system. Through scheduling conferences and facilitating JAD sessions, I harmonized perspectives between business SMEs and developers.
* Requirement gathering by interaction with Operational Teams, Product line and respective business stakeholders.
* Prepared Use Case Documents assisted testing teams with Test Plans, Test Cases, and Test Scenarios, conducted User Acceptance Testing (UAT), and managed defects using defect-tracking systems.
* Created Master child packages as an ETL strategy to populate dimensions and facts.
* Applied UML methodology to create essential UML Diagrams such as Use Cases, Sequence Diagrams, State Diagrams, Activity Diagrams, and business process workflows, while also gaining proficiency in Agile methodologies including Scrum.
* Involved in implementation of CSM setup and integrating CSM with Seibel/CRM system.
* Worked with business users to understand the data migration requirements and documented the business rules in the data quality document
* Implemented RUP methodology, overseeing various workflows and activities across the project life cycle, and displayed strong comprehension of recipient eligibility and enrollment needs.
* Used X-Stream for post processing data and checking the KPI like Ping, Jitter, Uplink and Downlink throughput, etc.
* Participated in the designing, development, and testing of data solutions using tools Power BI, R, DBA, data visualization, data profiling, data quality, data integration, HTML, SQL Quarry, data migration, Oracle DBA, critical thinking, data analytics, thinking skills, data cleaning, XML, and other relevant technologies.
* Provided guidance and trained other members of the team on data analysis techniques and tools on SDLC and Agile methodologies.
* Participated in the designing, development, and testing of data solutions using tools Power BI, R, DBA, data visualization, data profiling, data quality, data integration, HTML, SQL Quarry, data migration, Oracle DBA, critical thinking, data analytics, thinking skills, data cleaning, XML, and other relevant technologies.
* Provided guidance and trained other members of the team on data analysis techniques and tools on SDLC and Agile methodologies.
* Leveraged SQL queries for data validation, analysis, manipulation, and database integrity maintenance.
* Designs and develops the logical and physical data models to support the Data Marts and the Data Warehouse
* Mentored projects in adopting the Agile Unified Process SDLC, particularly in project management, requirements, and architecture aspects. Facilitated external RFP sourcing, research, and distribution.
* Developed detailed Change Management and Communication plans

**Role: Business Analyst  
Client: UnitedHealth Group - Minnetonka, M**N **Apr 2018 to Jan 2020**

This project deals with **PBM** (**Pharmacy Benefit Management**). Pharmacy Benefit Management is a unique way of dispensing medicines to the members at their doorstep. As a Business Analyst I was responsible to analyses of the business processes of both **PBM** systems and recommending techniques to ensure a seamless integration of applications across several lines of business including claims administration, formulary management, and network management.

**Responsibilities:**

* Worked on analyzing and designing a Claim Management System to improve Member/Enrollment data & Total Covered Drug Cost for Medicaid and Medicare Plans. Help train corporate teams on the agile methodology in Scaled Agile Framework (SAFe).
* Messaging, FHIR, middleware principles concepts, APIs, REST, SOAP, Web Services etc. Managed daily operations: mail, TPA, EDI, reporting, analytics, tests, change Works in Member, Provider, PBM and Clinical domain.
* Involved in all phases of the Software Development Life Cycle (SDLC) and acted as the main liaison between corporate business managers and IT division.  Work closely with Operation Teams, PBM, and Tele PBM to meet business objectives.
* Worked in modules of FACETS like Membership, Billing, Claims, Accums and Commissions in determining the mapping and creation of data extract. Used complex T-SQL queries for data extraction.
* Worked on the electronic Medicaid eligibility verification system and the Medicaid and Medicare intermediary along with their roles in claim processing.
* Conducted organization-wide healthcare trainings to create Subject Matter Experts on Member, Claims and PBM functional areas.
* Analyzed patient Electronic Health Records (EHR) and Medical Health Records (EMR) via EPIC systems, devising intelligent data elements.
* Performed tuning and optimization of complex SQL queries using Teradata Explain.
* Worked with various Business Areas like Enrollment, Claims, Finance, Providers and Benefits Admin.
* Generated Data Cleansing and Data Standardization rules; facilitating developers with sample datasets, Data Dictionaries and ETL Mapping reports to improve Data Quality in the pre-staging level.
* Conducted and analyzed technology processes by requirement performance modeling UML and prepared essential groundwork.
* Ensured that all bugs are logged with adequate information into JIRA to assist developers in reducing the problem.
* Involved heavily in writing complex SQL queries to pull the required information from Database using Teradata SQL Assistance.
* Used SSIS to create ETL packages to validate, extract, transform and load data to data warehouse databases & data mart databases.
* Develop business use cases, business and data requirements, and related documentation in support of Enterprise Data Management.
* Created, Maintained & scheduled various reports in SSRS like Tabular Reports, Matrix Reports & Parameterized Reports using SQL Server Reporting Services SSRS. Encouraged collaboration between the Scrum team and Product Owner.
* Collaborate with business intelligence engineers/data warehouse developers to resolve complex data issues and design Cognos packages, database views, and queries to support reporting functions.
* Supported SOA, Data Warehousing, Data Mining, and Enterprise Service model standards in designing and developed standardization of processes like configuration management.
* Requirement gathering, impact analysis, and documenting.
* Worked in a team with the project manager and other stakeholders to develop a release plan.
* Created Use cases for the functional requirements using UML and MS Visio.
* Lead requirements gathering efforts by collaborating with stakeholders from various departments to understand business needs, objectives, and constraints.
* Emphasized on face-to-face communication (Agile) over written documents when the team is all in the same location.

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| **Role- Sr. Business Analyst** |  |

**Client -Erie Insurance - India Jan 2014 to Aug 2017**

**Project:** The current project focuses on developing a financial reporting system for written premiums, earned premiums, and losses. The primary objective is to generate data for accounting reports, including the ledger and annual statements. Additionally, the system provides data for various extracts and side reports across the company, including the bureau conversion system, to support bureau calls. In my role as a Scrum Master, I facilitate and coach the team and the broader organization in understanding and applying Scrum theory and practices to this project.

**Responsibilities:**

* Gathered requirements from stakeholders such as compliance team, SME’s, Risk Team by conducting Elicitation techniques like Interviewing, interface analysis & JAD sessions.
* Created Process flow diagrams, collaborated with the stakeholders to analyze Gaps and designed the TO-BE processes to map the future state and integrate the opportunities for optimization.
* Actively participated in all the scrum meetings like product backlog grooming, spring planning, daily standup meeting, sprint review and sprint retrospective.
* Prepared Data flow diagram, Visio for requirements, Logical Data Models containing Entity Relationship Diagrams and Data Mapping documentation with required metadata to build a new database for the new Debit account.
* Executed JCL jobs to perform data validation and data integrity to achieve high quality data without any discrepancies.
* Created API specification document which included request parameters, response parameters, protocol parameters,
* Endpoints, error codes, validation input, & validation errors, which served as reference for developers and architects.
* Applied Data Transformation rules namely filter, router, aggregator, joiner, sorter. Identified Source Data &amp; Target data needs, performed Data Mapping, Data Auditing, as part of ETL process using Informatica PowerCenter.
* Implement data governance practices to safeguard data integrity and confidentiality.
* Assisted Product Owner to populate and refine product backlog.