**Harpreet Singh**

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**SUMMARYOF EXPERTISE:**   
Business Analyst with 7 years industry experience in software requirement analysis, process modeling, process flow and quality assurance skills using different methodologies,mainly OOA, OOAD and UML

* Experience in Medicaid Management Information System (MMIS). Expertise in various subsystems of MMIS- Claims, Provider, Recipient, Procedure Drug and Diagnosis (PDD), Explanation of Benefits (EOB).
* 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 Medical Management Information System (MMIS) as well as day-to-day business operations.
* Demonstrated strong analytical skills in combining workflow needs with existing EPIC Medical software application. Strong understanding of information technology capabilities and dependencies, including platforms, content management, e-document strategies and process mapping.
* Experience in Clinical Data Management and Clinical Trial Management.
* Demonstrated strong analytical skills in combining workflow needs with existing EPIC Medical software application. Strong understanding of information technology capabilities and dependencies, including platforms, content management, e-document strategies and process mapping.
* Experienced in testing EDI and HIPAATransactions 837, 835, 820, 276, 277, 278 code sets testing in Health Insurance.
* Extensive knowledge of all phases of the software development life cycle (SDLC) and the iterative Rational Unified Process (RUP).
* Strong knowledge of HIPAA (EDI), ICD, OIR, CMS, Claims, Under Writing, Membership / Billing, Medicare, Medicaid, Claims and Medical management systems.
* Organized many Joint Application Developments (JAD) sessions and Joint Requirement Planning sessions (JRP), walkthrough, Interviews,Workshops and Rapid Application Development (RAD) sessions with end-user/clients/stake holders and the IT group.
* Worked on CS90 system-examining claims, used verbal and written skills in making daily decisions on approving and denying claims
* Experience with data mappings including ANSI 4010A1 835, 837I, P, 276/277, 278, 270, 997, 850, 834 for institutional, professional, and commercial.
* Knowledge of 837, 835, 277, 270, 271, NCPDP, 4010, 5010 and ICD-9/ICD-10.
* Design and review of various documents including the Software Requirement Specifications(SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications(FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM) and testing documents.
* Proficient in creating Risk Analysis documents, Risk Management Plan, User Requirement Specification, Functional Requirement Specification and Business Process Flows.
* Proficient in using UML in behavioral, structural and architectural modeling – in creatingUse Case, State, Activity, Class and Sequencediagrams using Rational Rose.
* Used Microsoft Visio for Business Process Modeling and Data flow diagrams.
* Used Erwin 4.0 to capture data by creating Entity-Relationship and Use Case diagrams.
* Worked with Rational Suite of tools to create requirements documents (Requisite Pro), visual data models (Rose), manage and track defects(Clear Quest).
* Worked on various mark-up and web-based technologies such as HTML, DHTML, XML, CSS, JavaScript
* Exposure to Web Services and XML related technologies such as XSL, XSLT, and parsers such as Java API for XML Processing (JAXP), Simple API for XML (SAX) and Document Object Model (DOM), and Java Architecture for XML Binding (JAXB)
* Well versed in project management tool (MS Project) for status reporting, planning and resource allocation.
* Experience in working with HHS, CMS or Medicaid Programs, RHIOs, IHDNs.
* Experience in conducting GAP analysis, User Acceptance Testing (UAT). SWOT analysis, Cost benefit analysis and ROI analysis.
* Successful as a team player to work in conjunction with other DBA’s, testers, developers and other team members in validation and testing complex scenarios and projects and in the maintenance of Quality Standards in Projects especially with Test Director.
* Expertise in Analysis of Problem Severity, Defect tracking and reporting system.
* Strong communication, problem solving, organizational, interpersonal, and presentation skills.

**TECHNICAL SKILLS:**  
Business Tools:    Rational Suite (Requisite Pro, Rose, Clear Quest, Clear Case), MS Visio,MS Project, MS Access, MS Office Suite, Visual Paradigm, Doors Erwin Data Modeler 4x, Business Object (Crystal Reports)  
Business Skills: Business Definition Requirements, Business Process Analysis, Gap Analysis, Use Case Modeling & Analysis, Business Environment and Market Research Analysis.  
Methodologies: RUP, OOAD, UML & Business/Data Modeling  
Testing Tools:    Win Runner, Load Runner, Test Director, Quick Test Pro, PR Tracker  
Operating Systems: WindowsXP/95/98/NT/2000, Mac OS X, DOS, UNIX, Linux  
Databases:   Oracle 8i/9i; SQL Server 7.0 & 2000; Access 2000, MS SQL Server, DB2  
Languages:  UML, C, C++, HTML, Java, SQL, PL/SQL, [ASP.NET](http://ASP.NET)

**PROFESSIONAL ACCOMPLISHMENTS:**

**ACS Government Health, Atlanta, GA                                                          Jan 13 – Present  
Business Analyst**  
Re-engineering suite of Medicaid management products and creation of a core application called Enterprise. Worked for the team that is responsible for receiving, documenting, tracking and addressing the problems encountered by the customers of Flagship software product EPM (Enterprise Practice Management) while generating 837 Professional, Institutional, and Dental claims, Functional Acknowledgement 997, Claim Status Inquiry/Response 276/277 Unsolicited for their destination direct Payors or Clearinghouses such as ProxyMed, WebMD, Per Se, THIN, ViaTrack, NaviCure, McKesson, Champus-TriCare, PayerPath, ViaTrack, Access, etc.

**Responsibilities:**

* Evaluated business process requirements to ensure proper system configuration (i.e. identifying key decisions, process changes, pain points, interface issues, training considerations, etc.)
* Understood EMEVS, the State’s Electronic Medicaid Eligibility Verification System; HIPAA compliant ePACES (Electronic Provider Assisted Claim Entry System) and Computer Sciences Corporation, State’s Medicaid and Medicare Intermediary, and their roles in Medicaid Claims processing
* Successfully handled the testing of health care products like Epic Systems and EHR (Electronic Health Record).
* Performed Requirement Gathering & Analysis by actively soliciting, analyzing and negotiating customer requirements and prepared the requirements specification document for the application using MS Word.
* Identified opportunities for business process improvement through various meetings with business users and developers and initiated efforts to make improvements.
* Developed the project plan with assistance from the management, and included provisions for project scope changes and issues and initiated efforts to make improvements
* Created GUI specifications with Page flows, page business actions and screen mock-ups
* Involved in creating sample mappings for the conversion of EDI X12 transactions code sets version 4010 to 5010 and translation of ICD 9 codes into ICD 10 codes.
* Responsible for establishing new requirements for administrative transactions to improve the utility of the existing HIPAA transactions and reduce administrative costs.
* Experience in Claims Processing per Medicaid Management Information Systems (MMIS) 42 CFR 433.
* Analyzed HL7 messages to track necessary information pertinent to solving Epic and Heat cases.
* Created RUP activity diagrams and sequence diagrams to analyze the requirements and recommend solutions.
* Develop Logical and Physical data models that capture current state/future state data elements and data flows using Erwin.
* Performed testing for Medicare, Medicaid and X-Over claims for Medicaid Management Information System (MMIS)
* Worked extensively with MS Excel and MS access
* Prepared scenarios, Use Cases & UML State Diagram for scenarios using Rational Rose.
* Prepare presentation slides in MS Project, which was extensively used in different JAD sessions and to track progress.  
  Experience in EDI automated first-pass claim adjudication, requiring thorough understanding of claim processing, both front and backend operations.
* Prepared and documented System Requirements and workflows for the Content Management Application tool.  
  Aware of the various Operating rule mandates along with the EFT and ERA operating rules as per Section 1104.
* Involved in generating various reports using theSQL Server Reporting Services (SSRS).
* Used Test Director, PL/SQL for testing the application
* The Addenda version of the ANSI ASC X12 834 transaction set was selected as the HIPAA-mandated format for electronic enrolment and disenrollment in a Health Plan.
* Understand the Business/Technical requirement and prepare high level Design document for various projects in Child care enhancements like Benefit Calculation, Eligibility Determination rules, Cash Programs, MMIS etc.
* Assisted JAD sessions to identify the business flows and determine whether the EDI X12 Transaction, Code set and Identifier aspects of HIPAA, impacts any current or proposed systems.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims.
* Tested HIPAA Gateway Application Interface for all inbound and outbound messages (Healthcare Eligibility 270 and 271, Healthcare Claim Status request 276 and 277, Healthcare Claim 837 and 835)
* Involved in gap analysis and implementation of HIPAA 5010, ICD 10 and Claim Validations
* Working within a growing knowledge of X12 F4010 HIPAA 837 I, P, D, 835, 834, 820, 270, 271, 276, 277, and 278, EDI, Privacy, Security, and Medicaid.
* Identified the impacts the HIPPA 5010 & ICD 10 project had on enrollment Claims, FEP (Medicare and Medicaid program).
* Participated in the bug review meetings, updated requirement document as per business user feedback and changes in the functionality of the application.
* Clarified QA team issues and reviewed test plans and test scripts developed by QA team to make sure that all requirements will be covered in scripts and tested properly.
* Organized meetings to discuss outstanding issues with QA and developers.
* Wrote test scripts for User Acceptance Testing (UAT).

**Environment:** Rational Suite (Rose, Requisite Pro), Dreamweaver, Rational Unified Process (RUP), Windows NT/XP/2000, UML, UNIX, MS-Project, MS-Office Suite, Case wise Corporate Modeler, Win Runner, Test Director

**Newton Wellesley, MA  Oct 11 - Dec 12  
Business Analyst**  
Partners healthcare has initiated a project called COMPASS. Partner wants to have a centralized Revenue Cycle Management across all their hospitals in the new Compass Project .Within the compass project they wanted to migrate existing Meditech software with Siemen's Soarian products.  
**Responsibilities:**

* Analyzing the existing policies and procedures and providing the inputs to Executive Management Team to fit into the compass project goals.
* Expanded existing and created new technical and non-technical documentation in Microsoft Word, Power Point, and Visio for the in-house support team.
* Optimized and tuned the various ColdFusion Applications to maintain a high degree of availability and uptime for these mission-critical reporting processes.
* Conducting JAD sessions with different Business Users to develop new policies and procedures for the Service Catalogue, Charge Capture and Service Worklist /Charge Router, Hospital billing, coding, special coding requirements for BCBS and Claim processing.
* Responsible for the general day-to-day maintenance of an existing suite of Web-Based Applications for the) Application Development / BI (Business Intelligence) Team. These applications were developed using a custom-built "framework" that utilizes ColdFusion 8 & 9, MS SQL Server, XHTML, CSS, AJAX, and the Sencha Ext JS JavaScript Library.
* Performing GAP analysis between Meditech and Soarian application for the Data Migration and Conversion.
* Build and maintain processes surrounding the use and updating of knowledge base repository in SharePoint
* Conducted JAD sessions with management, SME, vendors, users and other stakeholders for open and pending issues.
* Transfer customer documentation into SharePoint document management infrastructure
* Responsible for gathering requirements from users in operations group and performing data mapping for the application, confirm and vacillating the requirement at time of BA testing.
* Incorporated Rational Unified Process (RUP) to create Business Requirement Document Specifications using MS Visio and MS Word.
* Expertise in the EPIC Medical software application (EMR).
* Developed and published SharePoint site template for Service Management department.
* Developed shell SharePoint sites for various IT groups and provided training on how to use and update them with any information they wanted to publish there.
* Research and prepare technical documents, based on comments returned from city analysts
* Identifying the impacts and training the users on new policies /procedures changes.
* Developed Use cases, Test Cases for the Business users and QA team.
* Performing Impact analysis for readiness of ICD-10 conversion.
* Identifying the Security Risks in the application that being built and address them in the requirement document to avoid the security breaches.
* Improved the new revenue cycle management and Electronic Medical Record (EMR) for PARTNERS.
* Developed an implementation guide for Partners for EDI X12 transactions such as 834, 835,837,270 and 271.
* Expertise in the EPIC Medical software application (EMR, HER) as it relates to hospital workflows and setting up the infrastructure for a software implementation in a clinic environment.
* Designed the flexible solution for patient treatment plan and patient care plan.
* Designed the tight user authentication and application security.
* Modified Existing policies and procedures for patient access such as Enterprise Scheduling, Patient Check-in/Out and Encounter automation.
* Supporting the Business Users after go live.

**Environment:** MS Project, MS Visio, RUP, Rational Suite (Requisite Pro, Clear Quest, Clear case), Blueprint, Sharepoint, ETS and EDI ANSI X12/HIPAA Meditech, Soarian.

**State of Washington Dept. of Social and Health Services (MMIS Re-Procurement)  Aug 10 – Oct 11  
Business Analyst**  
The high-level objectives of the Re-Procurement project are to manage the procurement and implementation of a modern MMIS that meets the business needs of DSHS.  
Claim Adjudication system is used to adjudicate Paper, EMC and HIPAA Claims that includes Claim Types: Professional, Dental and UB92 Institutional. HIPAA compliance testing of Claim adjudication system for 837/835 claim transactions along with 270/271, 276/277 transactions thru See Beyond and Edifecs. NPI System is used to assign the NPIs to the providers like doctors and hospitals.  
**Responsibilities:**

* Performed Requirement Analysis by gathering both functional and non-functional requirements based on interactions with the process owners & stake holders and document analysis, represented them in Requirements Traceability Matrix (RTM).
* Worked with SME’s in Finance, Investment, Commercial and Personal banking to collect the Business process requirements, documented them in Business Requirement Document (BRD) and performed Business Process Re-engineering.
* Designed and development of test cases based on functional requirements for Institutional and   
  Performed System testing of the Claims processing systems (Pricing Rules, Duplicate/Limits validation, Member Eligibility, Provider Enrollment, et al).
* Performed testing for Medicare, Medicaid and X-Over claims for Medicaid Management Information System (MMIS)
* Worked on ICD conversion from 9 to 10. Complete a review of existing documentation for orders, referrals, and reports and compare it to the clinical details needed for ICD-10.
* Established questionnaires and resource leveling required for implementing HIPAA 5010 and upgrading ICD-9 diagnosis codes to ICD-10 codes.
* Performed General Equivalence Mapping (GEM) to assist in converting any ICD-9-CM-based application to ICD-10-CM/PCS. Involved with ICD10 implementation testing.
* Developed plan for data feeds and data mappings for integration between various systems, including XML, to follow ICD 10 Code set and ANSI X12 5010 formats.
* Integrating enterprise-wide J2EE applications and deploying using IBM Web sphere Portal Server Application Assembly Tool and managing security policies for different applications.
* Interacted with department heads to finalize business requirements, functional requirements and technical requirements and also created Business process model.
* Facilitated JRP sessions between technical and regulatory teams for meeting requirements as well as solving problems on a daily basis
* Assisted in building a Business Analysis Process Model using Rational Rose and Visio.
* Use Cases and other Process Flow Models were designed using Visio and Rational Rose.
* Involved in creation and reviewing of Functional Specifications and created a Functional Requirement Document
* Used Rational Requisite Pro to improve the communication of project goals, enhance collaborative development, reduce project risk and increase the quality of application before deployment.
* Created and maintained Narrative Use Cases (Business Use Cases, System Use Cases) and modeled Use Case Diagrams, Activity Diagrams, Data Flow Diagrams using MS Visio.
* Followed the adaptive RUP framework for the whole Project life cycle (PLC)
* Fine-tuned search engines and pulled data from different databases and migrated data back and forth using SQL.
* Involved in creation and execution of manual test cases in Mercury Test Director and automated Test Cases in QTP and analyzed the Test Results.
* Involved with the QA team to conceptualize, determine and develop test approaches and methods for unit testing, integration and functional testing, load and usability testing according to the application complexity and test requirements.

**Environment:** Windows XP/2000, Oracle, PL/SQL, MS-Project, MS-Office Suite, MS Visio, Rational Requisite Pro, Clear Case, Clear Quest, MS Visual Source Safe, Test Director 7.6, Quick Test Pro (QTP)

**Liberty Mutual, Portsmouth, NH May 09 – Aug 10**

**Business Analyst**

Liberty Mutual Home provides Auto and Home Insurance in various parts of USA. The RPW application is to get the online Quote & Purchase for Auto and Home Property. It deals with both Commercial and Personal lines of Insurances. It enables the customer to get Quick and Full Quotes of new Businesses for Auto and Home (Home owners, Renters, Condominiums), with enhancements. The Auto Insurance deals with all details of the Drivers history and Vehicle history. This is complete online e-transaction application service involving Customers, Agents and Call centers through direct or mutual interactions.

**Responsibilities:**

* The project was developed under the Java/J2ee platform. Agile Methodology was followed to implement the project.
* Analyzed the business requirements, wrote and implemented the Test Plan, Various Test cases and Test Scripts using the automated tool QTP
* Tested the business logic implemented in Spring 2.0, form fields populated by Action Form Bean, and tested the persistence layer Hibernate 2.0 to validate the data extracted from the database.
* Used XML Spy during the testing of Web Service's so as to understand the WSDL file and also for making use of several XML related technologies such as XSLT, Xpath, XQuery, XML Schema
* Designed and developed Use Cases and UML models using Microsoft Visio.
* Utilized corporation developed Agile SDLC methodology. Used Scrum Work Pro and Microsoft Office software to perform required job functions.
* Wrote PL/SQL statement and stored procedures in Oracle for extracting as well as writing data.
* Developed and provided formal training and presentations/lectures to all DWH users ensuring an understanding of the dimensional model, metadata, and effective usage.
* Gathered requirements and modelled the data warehouse and the underlying transactional database
* Designing and customizing data models for Data warehouse supporting data from multiple sources
* Perform Gap Analysis of the processes to identify and validate requirements.
* Interacted with the business users in knowing the business views and gathered the reporting requirements to design the universes and business objects.
* Involved in full life cycle of Business Objects reporting Application.
* Extensive use of Excel to create Functional Specification Documents & Templates
* Designed and Developed the Business Objects Universes which suit the standard, analytical and ad-hoc reporting requirements of the Business Objects users.
* Utilized Agile/ SCRUM and PMI methodologies to monitor, steer and develop project objectives.
* Assured that all Artifacts are in compliance with corporate AGILE Policies and guidelines.
* Design, development, implementation and roll-out of Micro strategy Business Intelligence applications
* Organize requirements into high level Use Cases and low level Use Case Specifications and modeled them into UC, Activity and Sequence Diagrams using Rational Rose and MS Visio.
* Apply UML notations and methodology in developing models that accurately represent the business process and workflows and clearly communicate them to the stakeholders.
* Facilitate JAD sessions involving the management, development and user teams for clarifying requirements and facilitating better communication.
* Assure that all Artifacts are in compliance with corporate SDLC Policies and guidelines.
* Review the Test Plan developed by the testing team for testing the application.

**Environment:** HTML, XML, JSP, JAVA, JAVASCRIPT, AJAX, Web Services, Load Runner, QTP, Test Director, VBScript, MS Office, SQL Server 2000.

**Boston Scientific, MN Feb 07 – May 09**

**Business Analyst**

Boston Scientific improves the quality of patient care and the productivity of health care delivery through the development and advocacy of less-invasive medical devices and procedures. The Patient Management System (integrated version of Patient Information System with EMR/EHR)) is intended to remotely communicate with a compatible pulse generator from BSC CRM and transfer data to a central database (HIT EHR).

**Responsibilities:**

* Conducted user interviews, gathered requirements, analyzed the requirements using RUP methodology and documented the requirements using Rational Requisite Pro.
* Worked with the SME’s (Financial Analysts, Risk Managers, and Project Managers) to define business critical needs and analyze the possible technical solutions.
* Created Business Requirement Document (BRD), Functional Requirement Specification (FRS) document, User Requirement Specification (URS) and Change Request (CR) document for system application development.
* Created a subset database from the Invision Database by identifying the tables and columns that hold the EMR, EHR data
* Conducted joint requirements planning (JRP) sessions as a facilitator to gather requirements from the business area and to discuss different critical success factors of the project like Operational Feasibility Analysis, Technical Feasibility Analysis, Cost Benefit Analysis & etc.
* Developed budget planning report & timelines of the project by conducting walk-through sessions and meetings involving various leads from Development, QA and Technical Support teams.
* Assisted in Empire’s premier claim platform (CS90), Benefit Systems and financial reporting.
* Authored various Use Cases and Activity diagrams, Sequence diagrams using Rational Requisite Pro and used UML methodology to define the Data Flow Diagrams (DFD).
* Involved in the migration of legacy claims platforms to Empire’s new claim system (CS90)
* Conducted user interviews, gathered requirements, analyzed the requirements by using Rational Rose, Visio and Requisite pro - RUP
* Performed GAP analysis for the modules in production, conducted feasibility study and performed impact analysis for proposed enhancements.
* Coordinated JAD session with system analysts, development team, project manager for application development and Pre-validation specifications.
* Developed and managed project plans, schedules, issues log created and business-technical conflicts.
* Coordinated various kinds of User Acceptance Testing (UAT) including regression testing, system testing, integration testing, functional testing, alpha & beta testing.
* Authored test plans, test cases for various test scenarios and helped testing team to better understand the test scripts.
* Used Test Director which is a Mercury tool to help manage defects and issues log during the testing phase.
* Involved in the creating the User Interface Specification Document and User Training Manual as per project specification with the help of development team
* Participated in Bug-Review meetings with software developers, QA engineers, managers, and suggested enhancements and solution to the existing application problem from business perspectives.
* Worked as a User/Customer advocate and negotiated with user as well as the technical team and management staff to resolve any outstanding requirement conflict during the whole SDLC process.

**Environment:** Rational Suite (Rose, Requisite Pro),Windows XP/2000, SQL, XML, HTTP, MS-Project, MS-Office Suite, MS Visio, Win Runner, Load Runner, Test Director (Mercury Interactive), Java, Oracle