**Sardar Nakai**

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**Summary**

* Overall7+years’experienceasa**HealthCareSystemsAnalyst/BusinessSystem Analyst**.
* Extensiveexperiencein**ClinicalDataManagement,dataanalysis**andgeneratedCRTtables,reports,graphsfor**FDA**submissionaccordingtoprotocol.
* Experiencedinpayerrules,requirements,governmentalregulationsand**HIPAAcompliance**.Interactedwith**claimspaymentandenrollment**toreview,analyzeanddocumentbusinessprocesses.
* Experiencewithhealthcaresystem,Medicaidandwithprimefocuson**claimsadjudication,provider,eligibilityandpriorauthorization.**
* Expertiseindeveloping**SoftwareTestPlans,TestCaseDesign,TestScripts**based**onUserRequirementsSpecification(URS), SystemRequirementsdocuments(SRS),FunctionalRequirementSpecificationDocuments(FRS)**
* ExposedtoSOX,**HIPAA/EDItransaction, QNXT ICD-9 ICD-10**codeinclude(270,271,276,277,278,834,835and837).
* Strongexperiencein**conductingUserAcceptanceTesting(UAT)**anddocumentationofTestCases.ExpertiseindesigninganddevelopingTestPlansandTestScripts
* Wide-rangingexperienceinmanagingartifactsinmethodologiessuchasWaterfall,RUP,**Agile(SCRUM)**
* Wellversedwith**HIPAA,QNXT,Facets,claimadjustments,claimprocessing**frompointofentrytofinalizing,claimreview,identifyingclaimsprocessingproblems,theirsourceandprovidingcorrespondingsolutions.
* AdequateknowledgeinHealthAdministration–Claimsprocessing(autoadjudication),COB,EOB/Drafts,Claimspricingandtesting,**HIPAA,enrollment,EDI,Medicare,Medicaid,CDHP(consumerdrivenhealthplans)**
* Experienceusing**MSVisio,RationalUnifiedProcess(RUP),RationalRose,RequisitePro,**AdvancedMSExcel.
* Experiencedin**SQLServerReportingService(SSRS),ExecutingQueriesandRunningStoreProcedures**.
* ExperienceinusingtheguidelinesandartifactsoftheRationalUnifiedProcess(RUP)tostrategizetheimplementationof**RUP**effortindifferentphasesoftheproject.
* ExperiencewithSystemLifeCycle(SLC)andMedidataRAVEapplication.
* ExceptionalDocumentationskillsforwritingusecases,businessrequirementdocumentsandfunctionalrequirementdocumentsaswellasforcreating**Use Case diagrams** based on**UML Methodology** and business processflow diagramsusingEA,RequisiteProandMSVisio
* Excellentanalytical,problem solvingandinterpersonalskillsandEffectiveverbalandwrittencommunicationskills
* Solidteamplayerwithinitiative,adeptatbuildingrelationshipswithcolleaguesandcustomers.

**TechnicalSkills:**

**EDItransactions :**270,271,276,278,810,820,835and837(P,I&D)

**HealthcareManagement :**HIPAA,HL7,ISO9000,SixSigmaandTQM.

**OperatingSystems :**Windows, Linux, UNIX, Mainframe

**Languages:**UML,SQL,PL/SQLandClient/Serverarchitecture

**Database : Oracle, DB2, Teradata, MangoDB**

**Process/Model tools : Rational Suite, MS Visio**

**Testing Tools : HP ALM, Quality Center,QNXT, Test Director, Jira**

**OfficeTools :**MSOfficeMSWord,MSExcel,MSPowerPoint,MSProject

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**ProfessionalExperience:**

**Anthem (BCBS), Norfolk VA**

**System Analyst Advisor Mar 2015 –July 2016**

Anthem (BCBS) is a leading health services company with Medicaid and Medicare Advantage offering. Trizetto QNXT is a third-party Enterprise Managed Care System used at Anthem(BCBS) for claims processing and care

Management. As a Systems Analyst I was involved in the migration from legacy MHC to Trizetto QNXT system for data

Management and configured all sorts of contracts

**Responsibilities:**

* Determined user/Business/Functional requirements. Created vision, scope, and use case documents
* Worked on**Pega**-brand CPMHC frame work PRPC(**Pega** rules process commander) 6.x SP2 and 6.1 & 7.X SP2 development process for better customer service
* Compass was a **Pega**based customer service application.
* Involved in Pega 6.x and 7.x **Pega Testing.**
* Impact analysis or new **Medicare & Medicaid markets** addition to Anthem network for Compass application.
* Worked both on Pegafront end Backend Databases and Table structures.
* Used Toad, Oracle SQL Developer and Microsoft SQL Developer for querying the database
* Created stored procedures in order to retrieve data from external database into Compass
* Used **Soap UI** for testing Web Services Performance Testing, Interoperability Testing
* Adding customer data to PRPC (Pega rules process commander)
* Helped in designing flow from CPMHC (Customer Process Manager for Health Care) for the Member and Provider Interaction and also service items
* Detail oriented analysis of **Benefits** and **Authorizations**.
* Created Data tables and Decision tables in PRPC (CPMHC framework)
* Documented requirements using DCO in PRPC 6.1 and 7.x
* Wrote Complex queries in **Pega database** using SQL server in order to test the exposed field for reporting purposes.
* Used **Rally** software to create **user stories** that fit into 2 weeks iterations.
* Used SISENSE for **BI Reporting** and creating **Dashboards** for higher management for performance management.
* Used **MS Excel** (Power Pivot) for BI reporting.
* Actively participated in User Acceptance Testing **(UAT).**
* Successfully implemented PRPC application which successfully implemented call center CRM solutions to fulfil and update client needs with complete and enhanced customer satisfaction
* Followed SDLC process from creating CNR to production go live.
* Documented requirements and created technical specifications document for **Pega CTI** (Computer Telephony Interchange) in order to leverage Pega soft phone functionality
* Also worked on different **Medicare**, **Medicaid** programs, CHIP and LTC

**Environment:**

Pega 6.x & 7.x, Facets, **Soap UI**, SQL **Server 2008**, **JIRA** , MS-Visio, MS Office, Toad, **SharePoint, Rally**

**HCAHealthCare,Nashville,TNJuly2013­March 2015**

**SystemAnalyst**

HCAInc.hasdevelopedanapplicationformanagingand processing InsuranceClaims ­ ClaimsManagement and Reconciliation(CMR).Patient'sinformation,historyaboutdiseaseandmedicationiscollectedandstoredintheCMRHealthInformationManagement/EnterpriseDocumentManagementSystem.IworkedforenhancementstothisapplicationwiththevariousBusinessOwners.

**HealthInsuranceExchange:**

I have workedon the essential benefits that need to be covered by the insurer’splans that are sold on State Exchanges.IhavedevelopedtheprocessfortheimplementingEmergencyServices,AmbulatoryPatientservices,Hospitalization,prescriptiondrugsandLaboratoryservicesundertheHIXprogram.

**Responsibilities:**

* Providedanalyticalandprocessingsupportofallsystemssoftwareapplications
* Preparedandreviewedfunctionalprogramspecificationsandrequirementforallbusinessunitsspeciallyforhealthcaresectorwhichinvolved**SAP,EDI,HIPAA,Healthcare,InsuranceMarket,**SoftwareandSystems&Unitvalidation
* Responsibleforcreatingandmanaging**testplans**and**projectschedules**
* Expertisein**Claims,Subscriber/Member,Plan/Product,Claims,Provider,Commissions**andBillingModules
* MedicalClaimsexperienceinprocessdocumentation,analysisandimplementationin**835/837/834/270/271/277/997(X12Standards)**processesofMedicalClaimsIndustryfromtheProvider/Payerside,**Medicaid,&Medicare**
* WorkedontheEligibilityandClaimStatusOperationRulesspecifictoCMSstandards.
* KnowledgeofhealthinformationandhealthcareservicesregulatoryenvironmentincludingHIPAA,Medicaid/Medicare,CCHIT,EDIandXML
* Performed back­end testing using SQL commands
* Strong working experience with HIPPA Transactions
* Processed EDI 837P, 837I and 837D transactions, verified 837 transactions were converted correctly to XML file format and verified the claims data loaded to Facets for further processing.
* Worked with Medicare part D for drug validation project.
* Drafted the Physical Data Mapping document for the data flow from Facets to the data warehouse.
* Used MS Excel spreadsheet, PowerPoint, MS Visio, MS Projects
* AnalyzedbusinessneedsandleadprojectsinthehealthcaremarketandaswellasworkontechnicalprojectsinclusiveofSAP,EDI,HIPAA,Healthcare,InsuranceMarket,SoftwareandSystems/Unitvalidation
* ExperienceincreatingandmaintainingtherequirementsdefinitiondocumentsthatincludedBusinessrequirementsandFunctionalrequirements
* KnowledgeofhealthinformationandhealthcareservicesregulatoryenvironmentincludingHIPAA,**Medicaid/Medicare,CCHIT,EDIandXML**
* **StrongHIPAAEDI4010and5010**with**ICD­9andICD­10,**analysis&complianceexperiencefrom,payers,providersandexchangesperspective,withprimaryfocusonCoordinationofbenefits
* InvolvedinOutputgeneration,InterfacedevelopmentandMigrationofLegacyapplicationProjects
* ProvidedanalyticalsupportsolutiontothecustomersonProductionIssues
* Performedback­endtestingusingSQLcommands
* ExperienceincreatingRequirementsTraceabilityMatrixtoensurecomprehensivetestcoverageofrequirements
* Validated EDI 835 files through **QNXT** as well as **EDI**.
* WorkedwithprovidersandMedicareorMedicaidentitiestovalidateEDItransactionsetsorInternetportals.Thisincludes**HIPAA4010;837,835,270/271**,andothers.Providedhealthcareproviderproblemresolution.
* Created EDI Export and import processes and work with EDI Trading partners, payer and vendors.
* UATtestingfor**HIPAA4010and5010**projectsincludinglegacytestingandHIPAArequirementsandcompliancemandates
* WorkedontheEligibilitytransactionsystemthatprovidesexternalBusinessPartnerswithConnectivityanddataExchangewithCMS.
* Completedseveral**HIPAA4010and5010**Projects,includedMedicaidandCommercialentities.ProjectsincludeclaimsandenrollmenttestingaswellasNPIandmedicalcodingandICD­9EDItesting
* FollowedUnifiedModelingLanguage (UML)methodologyusing**Visio2010**tocreate/maintain:UseCases,ActivityDiagrams,SwimLanes,SequenceDiagrams,andCollaborationDiagrams

**Environment**:RUP,EnterpriseArchitect,RationalSuiteRequisitePro,EDI,HPQualityCenter,MSProject,MSVisio,MSAccess,MSSharePoint.

**BeaconHealthStrategies,Boston,MAJan2011­June2013**

**Business/SystemAnalyst**

BeaconHealth Strategies Company is one ofthe healthcare in the United States.AwebapplicationwasreengineeredtomakeitcompliantwiththeEDIstandards.Integration ofthis web applicationwiththe thirdparty administrator’s applications(TPA) wasachieved.ThedevelopedapplicationiscomplaintwiththeHIPAAstandards.

**AffordableCareAct:**

TheprojectwastoworkontheAffordableCareActprovisionsspecifictoEligibility,CoordinationwithAffordableInsuranceExchanges,Benefits,DualEligibleandProviderPaymentareas.

**Responsibilities:**

* Workedaccordingtotheactivities/roleslaiddownineachphaseofsoftwaredevelopmentlifecyclecreatedusing**RationalUnifiedProcess**.

● WorkingwithinagrowingknowledgeofX104010HIPAA837I,P,D,835,834,820,270,271,276,277,278, EDI,Privacy,Security,andMedicaid.

* ResponsiblefordevelopingFrontendeditsforclaimsadjudication
* Develop**MITAMaturityModel(MMM)&BusinessCapabilityMatrix(BCM)**toidentify the maturity levelofSD MedicaidEnterprise.
* Workedonthe**HETS270/271**AuditprocessspecifictoCMSstandards.
* InvolvedinperformancetestingofMedicaidclientserverclaimsprocessingsystem,MedicaidMCC/MCO**andMedicaidManagementInformationSystem(MMIS)**
* TestedtheMembers,Providers,FacetsWorkflowandClaimsinFacets
* Workedon**EDItransaction**835toidentifykeydatasetelementsfordesignatedrecordset.InteractedwithClaims,PaymentsandEnrollmenthenceanalyzinganddocumentingrelatedbusinessprocesses.
* Designedflowchartsusing**MSVisiotoexplainX12­837,X12­997andX12­835**formats.
* Responsibleforarchitectingintegrated**HIPAA,Medicare**solutions,Facets.
* Authoredtestplans,testcasesforvarioustestscenariosandhelpedtestingteamtobetterunderstandthetestscripts.
* AppliedRUPmethodologywithitsvariousworkflows,artifactsandactivitiestomanagelifecyclefromInceptiontoTransitionphase.
* WorkedonHETS270/271rejectionproceduresby**CMS**toimprovetheAuditprocess.
* TestedvariousinterfacestoFacetsinHTTPSEnvironment
* ExtractedtheBusinessRequirementsfromtheenduserskeepinginmindtheir need for theapplication and preparedBusinessRequirementDocuments(BRD)usingRationalRequisitePro.
* PreparedaProjectCharterandadetailedBusinessRequirementsDocuments(BRD).
* Defined,developedspecsforfederalreportingspecifictoMedicareAdvantage
* DevelopandmaintainsalesreportingusinginMSExcelqueries,**SQLinTeradata,andMSAccess**.Produceperformancereportsandimplementchangesforimprovedreporting.
* Developed**UseCases**inMicrosoftVisioalongwithActivityDiagramtopresenttheworkflowinavisualform.
* Performedtaskdecomposition,delegatedtasksandmonitoredprojectmilestonesusingMSProject.
* Developedtestcasesandscriptsbasedonbusinessrequirementsforthefunctional,UserAcceptance,Performance,Integrationtesting,SystemBack­endTestingandEnd­To­Endtesting.
* Interactedwiththeusersandloggedanydefects,enhancementsfromtheUATandcommunicatedthemtothedevelopmentteam

**Environment:**RUP,UML,Word,Excel, PowerPoint,SQL,Project, Visio,SharePoint,ADR, IBMWebsphere, J2EE,MercuryTestDirector,LotusNotes

**JohnsHopkinsHealthCare­GlenBurnie,MDOct2008­Dec2010**

**BusinessAnalyst/QualityAnalyst**

**Description**:CollectanddefineprocessanddatasolutionsforInformationSystemssolutionsthroughoutalllinesofbusinessandoperationalfunctionswithinJohnsHopkinsHealthCareSystem,attheexecutiveandbusinessownerlevels.

ProjectDescription:TheprojectinvolvedupgradingtheClaimsProcessingWebApplicationasperHIPAA5010guidelines.IworkedonbothProfessionalandInstitutionalclaims.Thisproject required extensiveinvolvement in all the phasesof claims processingfromreceivingtheclaimsfromprovidertoitsfinaladjudicationordeferralforManualIntervention.

**Responsibilities:**

* Gathereduserrequirementsanddirecteddevelopersforpracticaldeliverables.
* Workedwiththefull**SDLC,elicit,analyze**anddefinerequirements.
* Conducted**JAD**sessionswiththeclientstoidentifytherequirements.
* Designedanddeveloped**UseCases,ActivityDiagrams,SequenceDiagrams,OOAD**usingUMLandBusinessProcessModeling.
* UsedRationalUnifiedProcess(RUP)forstreamliningtheteam’sdevelopmentactivities.
* Researchedtheexistingclientprocessesandguidedtheteam inaligning with the HIPAA rules andregulations for thesystemsforallthe**EDItransactionsets**.
* ConsultedwithhealthcareinsurancecompanytodevelopconversionspecificationsforotherinsuranceCoordinationofBenefits(includingMedicare).

● FollowedtheUMLbasedmethodsusingRationalRosetocreate:**UseCases,ActivityDiagrams/StateChartDiagrams,SequenceDiagrams,andCollaborationDiagrams.**

* Workedextensivelywithinsurancebrokers
* ParticipatedTestingandEvaluationofprojectsatestablishedintegrationpointstoassessprogressandidentifykeyfunctionalityissues.
* Performedtherequirementanalysis,impactanalysisanddocumentedtherequirementsusingRationalRequisitePro.
* ObtainedDatarequirements,identifieddatasources,determinedthecontentofdatafieldsandcreatedDataMappingDocumentsandperformed**DataExtractionandDataCompilationusingSQL**queries.
* ResponsibleforintegratingwithFacets.DesigningtestscriptsfortestingofClaimsinDevelopment,Integrationandproductionenvironment.
* Assisted**JAD**sessionstoidentifythebusinessflowsanddeterminewhetheranycurrentorproposedsystemsareimpactedbythe**EDITransaction**,**Codeset**andIdentifieraspectsofHIPAA.
* TestedclaimsadjudicationandgroupandenrollmentinAmisysforNew**Medicare**advantagemembers
* Wellversedwith**HIPAA,claimadjustments,claimprocessing**frompointofentry tofinalizing,claimreview, identifyingclaimsprocessingproblems,theirsourceandprovidingalternativesolutionsusingbestpracticemodelandprinciples.
* WorkedwithClaims,enrollment,eligibilityverificationformembersandproviders,benefitssetup,andbackendpaymentcycleinfacets.
* Establishdocumentationfor**agilemethodology**forimplementationwithaverywaterfall centricdevelopmentteam.
* Workwithprojectmanagertobuildoutplansusingprojectmanagementtool.
* Researchedtheexistingclientprocessesandguidedtheteam inaligning with the **HIPAA rules** andregulations for thesystemsforallthe**EDI**transactionsets.
* InteractedwithBusinessUserstoconductthoroughRequirementsAnalysis.
* CreatedInterface**testcases,reporttestcases**,expectedresultsvalidation,defecttrackingusingclearquest,versioncontrolusingClearCaseVOB.
* ResponsibleforcreatingabusinessprocessandworkflowdocumentationusingBPMNstandards.
* Worked**inDataAnalysis,DataReconciliation**and**DataMapping**for**ETL**process
* Createdstandardtestcasetemplateaccordingtothecompanyrequirementsandstandards.
* Documentedmonthlystatusreportsforenhancementandmodificationrequestsforthedevelopmentteamtoassisttheminefficienttrackingandmonitoringofopenissuesoftheproject.

**Environment:**WindowsXPProfessional,Oracle9i,MSAccess, MSExcel, RUP,Oracle, UML,Rational Rose,Requisite Pro,ClearCase,RationalClearQuest,MSOfficesuite,MSVisio.