**Stuti Patel**

[**stutipatel08@gmail.com**](mailto:stutipatel08@gmail.com)

**732-983-7804**

* 7+ year’s expertise in Business Analysis/System Analysis/ and Quality Assurance and Testing with hands on experience in Healthcare and Insurance Sectors.
* Extensive experience with Medicare/Medicaid processing as well as the Claims/Billing.
* Strong knowledge of the Software Development Life Cycle methodologies (phases and gates) like Agile and Waterfall models
* 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.
* Extensive experience with Medicare/Medicaid processing as well as the Claims/Billing.
* Excellent knowledge of HIPAA standards, EDI (Electronic data interchange) Transaction syntax like ANSI X12, Implementation and Knowledge of HIPAA code sets, ICD-9, ICD-10 coding and HL7.
* Medical Claims experience in Process Documentation, Analysis and Implementation in 835/837/834/270/271/277(X12 Standards) processes of Medical Claims Industry from the Provider/Payer side
* Experience with Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP), involved in inception, elaboration, construction & transition phases using rational tools like RequisitePro, ClearCase, ClearQuest during various phases of RUP.
* Identify Member Data , Provider, Coverage, Medicare, and Medicaid.
* Extensive experience in Business Requirements gathering and writing skills with expertise in developing and documenting Business Requirement document (BRD), Functional Requirement Document (FRD),Software Requirement Specification (SRS) across the deliverables of a project.
* Effectively used Rational Requisite Pro to organize, track and change requirements of the system.
* Expertise of UML in visualizing and documenting the artifacts using Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data Flow Diagrams, Business Flow Diagrams, Sequence Diagrams using MS Visio
* Experience in facilitating Joint Application Development (JAD) sessions, Rapid application development (RAD) sessions , conducting user interviews and acting as a liaison between the customers, development team and testing team
* Experience with TriZettos Facets Application Groups: Claims Processing, Guided Benefit Configuration, Medical Plan, Provider, Subscriber/Member, Utilization Management
* Facilitated User Acceptance Testing (UAT) with the stakeholders and the business users as well as trained users to use the system configured.
* Analytical, methodical and resourceful approach to problem solving, identifying root causes and corrective actions to meet short and long-term business, financial and system requirements
* Excellent verbal/written communication skills and strong analytical abilities and can perform well both independently and as a team player

**Software/Hardware:**

C#.Net, VB.Net, AS 400, Goldmine, HL7, SQL, IDMS, QTP, MS Windows NT 4.0/2000, Windows 95/98, Windows XP, MS Visual Studio.Net, IBM WebSphere 5.0, Power Builder 5, 6.5, 7, Rational Rose, UML 2.0 , RUP, OOAD, MS Visio and Visual Studio.Net, Sybase SQl Anywhere 5/6, Adaptive Server Anywhere, MSSQL 7, Oracle 6 / 7.x / 8i / 9i, Oracle – TOAD, Informatica, Bbusiness Object, ETL, Cognos, Erwin ODBC, Visual Source Safe 6.0, Cobol, Source Off-Site, Round-Table, Win CVS, NUnit.net, MS Project, MS-Office

**PROFESSIONAL EXPERIENCE:**

**Saint Mary’s Health Care Grand Rapids, MI**

**Nov 2011- Till Date**

**Sr. Business Analyst**

**Description**: My primary role on this project was working on conversion of ICD-9 CM and PCS codes to ICD-10 (Clinical Modification and Procedure Coding System) codes and conversion of all EDI HIPAA X12N-4010 transactions to HIPAA X12N-5010 version and prepare necessary supporting mapping/crosswalk documents as part of project deliverables

**Responsibilities:**

* Testing various change orders of Medicaid applications received from the System Engineer’s
* Regression Testing of Web applications and applications dealing with MEDICAID and MEDICARE Services
* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing new sites.
* Conduct complex documentation and user needs analysis. Interface with team and staff to develop HL7 integration
* Assisted JAD sessions to identify the business flows and determine whether any current or proposed systems are impacted by the EDI X12 Transaction, Code set and Identifier aspects of HIPAA.
* Developed the strategy for developing and implementing new EDI (HL7 and X12) interfaces and converting historical clinical and data.
* Extensively used Agile Methodology in the process of the project management based on SDLC.
* developed Medicaid Management Information System (MMIS) for the Client
* Conducted business-impact assessment and the results were compared with the new HIPAA 5010 standards to determine the current level of compliance and developed an action plan for approval by the project steering committee
* 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.
* Involved in gap analysis and implementation of HIPAA 5010, ICD 10 and Claim Validations
* Conducted Gap Analysis, and Gathered User Requirements by Interviews, user meeting, JAD session, and Requirement Elicitation Sessions
* Responsible for creating a business process and workflow documentation using BPM standards.
* Utilized corporation developed Agile SDLC methodology. Used ScrumWork Pro and Microsoft Office software to perform required job functions.
* Involved in analyzing activities for a variety of major projects including Medicare Plan part D, Coordination of Benefits, New Client Implementations, Consumer driven and regularly scheduled system upgrades.
* Extensively interacted with the stakeholders and the IT Department in finalizing the requirements according to the CMS Compliances/Regulations and HIPAA Regulations.
* Worked on documentum which provides the combined power of the document/content management system with web technologies to offer an efficient yet simple to use system this complete electronic document management system eases the process of controlling, sharing and managing documents manifolds
* Assisted to develop the Test Plan, Test Cases and Test Scenarios to be used in testing based on Business Requirements, technical specifications and/or product knowledge.
* Tested and delivered Inbound/Outbound Facets interfaces.
* Wrote PL/SQL statement and stored procedures in Oracle for extracting as well as writing data.
* Analyzed the change detection process on Facets database tables to capture the daily changes done by Users through Online Facets Application.
* Acted as a Business Analyst for the CDS implementation the backbone for data integration among myriad systems, including ERP, CRM, Portal, Workflow Engine, Payroll and related interface
* Prepared graphical depictions of Use Cases, Use Case Diagrams, State Diagrams, Activity Diagrams, Sequence Diagrams, Component Based Diagrams, and Collateral Diagrams and creation of technical design (UI screen) using Microsoft Visio.
* Analyzed trading partner specifications and created EDI mapping guidelines

**Environment:** Windows 2000/XP, HL7, Microsoft Office SharePoint 2007, Cognos, Agile, Rational Requisite Pro, MS Office, Documentum ,MS Project, MS FrontPage 2003, MS Access, EDI

**Unicare, Inc., Chicago IL**

**Jan 2010 – Oct 2011**

**Business Analyst**

**Description:** Unicare Health Insurance Company is one of the health insurers in the United States. A web application was reengineered to make it compliant with the EDI standards. Integration of this web application with the third party administrator’s applications (TPA) was achieved. The developed application is complaint with the HIPAA standards.

**Responsibilities:**

* E2E project management & business analysis for several Collateral modules from inception to delivery (SDLC).
* Interacted with business heads to finalize the Business Requirements for the application.
* Performed the requirement analysis and documented the requirements using Rational Requisite Pro.
* Used the requirement attributes (priority, effort, and risk) as the basis for negotiating the inclusion of the requirement, to manage the scope of the system efficiently.
* 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.
* Involved with the coders in evaluation of CPT and ICD-9 codes to ensure that the diagnosis meets medical necessity for the specific CPT code.
* Involved in the full HIPAA compliance lifecycle from GAP analysis, mapping, implementation, and testing for processing of Medicaid Claims. Worked on EDI transactions: 270, 271, 834, 835, and 837 (P.I.D) to identify key data set elements for designated record set. Interacted with Claims, Payments and Enrollment hence analyzing and documenting related business processes.
* Used BEA (BPM Tool) to map Process flows and migrated Visio Process flows into BEA Tool.
* Involved in mentoring specific projects in application of the new SDLC based on the Agile Unified Process, especially from the project management, requirements and architecture perspectives.
* Represent Operations Team as Client Liaison for Medicare Part  D Plan.
* Provided clear and concise documentation regarding requirements management plans, Functional Requirements, supplemental Requirements, Test Plans and Test Cases.
* Worked with Claims, enrollment, eligibility verification for members Data and providers, benefits setup, and backend payment cycle in facets
* Reviewed administrative and clinical practices and procedures: point of care, scheduling, registration, clinical documentation, patient care, and charge entry, medical coding and diagnostic testing procedures associated with multiple business units
* Developed reports based on the Clinical Trial protocol
* Conducted Joint Application Development (JAD) sessions with IT groups. Identified the Key Changes, and participated in Stakeholder Management to communicate effectively with them
* Implemented Data Modeling standards, including element-naming conventions.
* Used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall.
* Understand the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Developed extensive experience in eligibility and benefits calculation for state, federal and local services such as Medicare and Medicaid.
* Performed Requirement Gathering & Analysis by actively soliciting, analysing and negotiating customer requirements and prepared the requirements specification document for the application using MS Word.
* Review requirements and understand technical recommendations and constraints, and develop comprehensive and accurate functional specifications; Data Mapping, and process flows.
* Created and managed project templates, Use Case project templates, requirement types and traceability relationships in Requisite Pro.
* Followed the UML based methods using Microsoft Visio to create: Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.

**Environment:** Rational Rose and Requisite Pro, MS Visio, MS Office, MS Project, Agile, UML, XML, Windows XP, NT/2000, HTML, Cobol, DB2, SQL Server 2000, JAVA, J2EE, HL7, Documentum 2.0. , Vignette Content management Tool

**Health Partners Inc. Philadelphia, PA**

**May 2008 – Dec 2009**

**Business Analyst**

**Description:** The Health Insurance Portability and Accountability Act (HIPAA) require that all health insurance payers in the United States comply with the EDI standards for health care as established by the Secretary of Health and Human Services. The Addenda version of the ANSI ASC X12 834 transaction set was selected as the HIPAA-mandated format for electronic enrollment and disenrollment in a Health Plan.

**Responsibilities:**

* Met with client groups to determine requirements and goals. Utilized Rational Unified Process (RUP) to configure and develop process, standards, and procedures and create a Business requirement Document.
* Created new database objects like Tables, Procedures, Functions, Indexes and Views using T-SQL in Development and Production environment for SQL Server 2000.
* Designed and development of test cases based on functional requirements for Institutional and Professional claims for EDI and HIPAA Transactions 837/835, 834, 276/277, 270/271 testing.
* Experience in EDI automated first-pass claim adjudication, requiring thorough understanding of claim processing, both front and backend operations
* Performed testing for Medicare, Medicaid and X-Over claims for Medicaid Management Information System (MMIS).
* Created Process Work flows, Functional Specifications documents and documented system requirements.
* Performed all necessary programming, testing and documentation for COBOL, DB2 batch programs and sub-routines.
* Conducted JAD/RAD sessions and elicited customer requirements by organizing interviews with internal/external stakeholders and subject matter experts (SMEs) to create subject specific questionnaires for clinical trials.
* Supervise and manage projects throughout SDLC to ensure that project management methodology based on RUP is followed during the project lifecycle using MS Project and NIKU Clarity.
* Translated high level business / data requirements into Process, Workflow, and Data Flow Diagrams using Rational Rose / MS Visio / BPMN towards facilitating clear understanding of the business process.
* Conducted interviews, meetings and JAD sessions during the process of Requirement Gathering.
* Extensive involved in Conducting Market Research, Feasibility Studies, Data Analyses, System Analyses, Gap Analyses, and Risks Analyses.
* Develop detailed unit test plans and scripts and conducted rigorous testing per requirements and assisted in data mapping.
* Provide implementation assessment, strategy, and mentoring services for Rational Rose, UML and RUP.
* Interacted with various cross-functional teams on building business use cases, and understanding expenses and revenue stream.
* Performed extensive Requirement analysis and developed use cases and workflows.
* Designed and developed Use Cases, Activity Diagrams, Sequence Diagrams, and OOD
* Worked with Quality Control Teams to develop Test Plan and Test Cases.
* Interaction with the developers to report and correct bugs.
* Developed Test Plans and Test Cases according to Business Requirements.
* Use HL7 implementation methodology to create specifications, assist with unit testing, and perform integrated testing for messaging between the state Departments of Health and the location office

**Environment:** Servlets 2.2, JMS, Java2 (JDK 1.3), STRUTS,JDBC2.0, DB2, XML, XSL, XSLT, Rational Rose, PL/SQL, HTML, CSS, JavaScript, Cognos, HL7, MS Word, Excel, Access, Project, Visio.

**Kindred Healthcare, Louisville, KY**

**Nov 2006 – Apr 2008**

**Business System Analyst**

**Description:** Kindred Healthcare is a well known name in Specialty Hospitals, Nursing Centers and Rehabilitation Centers. Knect is a web based intranet site, which has information about the organization and is a one stop shop, where an employee can find his timesheets, benefits related material, doctors can find the different forms related to them, nurses can take online training and therapists can apply for the courses and jobs. Knect is a transition from web based application to SharePoint Portal within the intranet. PFR Portal is an extranet site containing information for the therapists and the patients.

**Responsibilities:**

* Gathered high level requirements and developed scope of the project for the implementation of Microsoft Office Share Point 2007.
* Conducted weekly meetings for deciding the Policies and Procedures to be followed while constructing new sites.
* Performed the requirement analysis, impact analysis and documented the requirements using Rational Requisite Pro.
* Documented the server farm requirements and requirements related to security within Share Point and using Windows Active Directory.
* Followed a systematic approach to eliciting, organizing, and documenting requirements of the system.
* Reviewed the Joint Requirement Documents (JRD) with the cross functional team to analyze the High Level Requirements.
* Validated batches of medical claims data, patient details, and service line data in the EDI 837 and EDI 835 files, 270 (Eligibility) and 276 (Claim Status) data.
* Involved in Medicaid business configuration with focused primarily on claims adjudication, pricing, provider, member Data, enrollment, prior authorization.
* Tested the ANSI X12 Version 5010 / EDI transactions (HIPAA) for Claims Status and Eligibility (270, 271, 276, 277, 834, 837P, 837I, 837D, 835 remittances and NCPDP Claims).
* Utilize Excel in conjunction with ERP and POS systems to maintain accurate inventory levels.
* Interacted with client and the Technical Team for requirement gathering and translation of Business Requirement to Technical specifications.
* Conducted interviews, meetings and JAD sessions during the process of Requirement Gathering.
* Planned and documented procedures for data processing and prepared data flow diagrams for the application.
* Wrote PL/SQL statement and stored procedures in Oracle for extracting as well as writing data.
* Analyzed and translated business requirements into system specifications utilizing UML and RUP methodology
* Followed the standards of PMO which included getting approvals for SOX Compliance at various Gates.
* Prepared Functional Design Specifications employing Use case scenarios, sequence diagrams, ERD’s, DFD’s and class diagrams.
* Identified and clearly defined functional issues and supported IT development staff throughout the design, development, unit testing, and implementation phases of the software development life cycle.
* Documented Test Cases and assisted the QA Team with the Test Plan.
* Documented the Traceability Matrix for tracing the Test Cases and requirements related to them.
* Developed Data Conversion Strategy for converting data from the existing site to the new site.
* Prepared Demo on SharePoint for various Business to get new approvals like the Therapist and Nursing divisions.
* Designed workflows and allocated permissions within SharePoint.
* Performed Unit Testing and User Acceptance testing and documented detailed results.
* Provided input (scope, goals, risks, constraints, timelines and interfaces) to PM for project planning and control.

**Environment:** Windows 2000/XP, Microsoft Office SharePoint 2007, Rational Requisite Pro, MS Office, SQL Server, MS Project, MS Excel , MS FrontPage 2003, MS Access, Documentum 2.0.,UML.