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## CAREER SUMMARY

* Over 7+ years of extensive experience in the field of Business Analysis working the software application in Healthcare and Pharmacy domain Microsoft SQL Server and BI suite Development, UAT and Production Environment)
* Expertise in documenting the Business Requirements Document (BRD), Technical Requirement Document (TRD), generating the UAT Plan, maintaining the Traceability Matrix and assisting in Post Implementation activities.
* Good experience in the EDI transactions and knowledge on EDI transaction process flows.
* Strong experience and understanding of health care industry, claims management process, Knowledge of Medicaid and Medicare Services.
* Knowledge and Implementation experience in Eligibility System, Facets Data model, Configuration Implementation of FACETS module.
* Strong knowledge of Business Intelligence and Data Warehousing (SQL Server, SSIS, SSAS,SSRS)
* Involved in using FACETS for various health insurance areas such as products, enrollment, members and other modules related to FACETS.
* Excellent working knowledge of SQL Server Reporting Services (SSRS), SQL Server Integration Services (SSIS), SQL Server Analysis Services (SSAS).
* Good knowledge of Workflows and Content Management Tools.
* For Executing Scripts manually, Involved in preparing data in FACETS.
* Expert in creating Use Cases, Use Case Diagrams, Class Diagrams, Sequence Flows using MS Visio and UML concepts.
* Experienced in EDI and HIPAA Testing Privacy with multiple transactions exposure such as Inbound 834Membership Enrollment, 837Institutional, 837Professional, 837 Dental, 835 Claim Payment/Remittance Advise, 270/271 Eligibility Benefit Inquiry/Response, 276/277 Claim Status Inquiry/Response Transactions and testing in Client Server systems and Mainframe Applications.
* Worked with different Business Areas like Claims and Enrollment to document proposed ICD 9 – 10 Code changes.
* Knowledge and expertise in working with Claims, Provider, Enrollment, Finance, Benefits, and Vendor Management Business Areas.
* Maintained the Traceability Matrix table to track the Business Requirements to the design to the testing keeping track of all requirements in the BRD.
* Strong knowledge of Business Intelligence and Data Warehousing (SQL Server, SSIS, SSAS,SSRS)
* Experience in conducting User Acceptance Testing (UAT) and documentation of Test Cases

## TECHNICAL SKILLS

Project Methodologies: SDLC, RUP, UML, Agile, Waterfall,

Business Modeling Tools: Microsoft Visio, Rational Rose

Healthcare Tools EDI X12, HIPAA,4010,5010, Trizetto ,FACETS,ICD 10,To ICD9

Databases MS Access, SQL Server, SSIS SSAS SSRS

Testing tools: Mercury Quality Center,

Change Management Tools: Rational Clear Quest

Office Tools: MS Project, MS Office, MS Visio

Version Control Systems: Rational Clear Case

Database: MS SQL Server, MS Access, and Oracle

## PROFESSIONAL EXPERIENCE

**First Community Hospitals Huntsville, AL Business Analyst Jan-2013-Dec-2014**Computer-based patient records (CPR’s) give all the information about a person’s health. The project used Health Level (HL7) naming standards in its effort to attain integrity with government records. Development of data model contained data elements such as patient (CPR), primary care physician; Managed Care application training for all departments; administration of control files, formulary, provider demographic, provider payment, enrollee maintenance, benefit configuration (Claims Systems Processing,) fee schedules, capitation schedules, data warehouse, on-line pharmacy (over 200 pharmacies) claim and benefit troubleshooting, ID cards, and system generated Plan correspondence design and maintenance.

Responsibilities:

* Using Agile promoted Adaptive Planning, Evolutionary Development and delivery a time-boxed iterative approach, and encourages rapid and flexible response to change.
* Analyzed and identified gaps/issues in claims, encounters and remittance advice process flow.
* Tested the application by writing SQL Queries and creating pivot views as to perform back-endtesting.
* Elicited and documented business requirements, perform data and transaction mapping, complete GAP analysis and document the impact of the migration from HIPAA 4010A1 to HIPAA 5010 on current business processes and applications.
* Involved in Business System Analysis for Inbound and Outbound Transactions. Worked with 837 claims and HIPAA 834, 835, 276/277 transactions.
* Performed technical analysis for 834 (EDI file for Enrollment and Benefit Maintenance) 4010A to 5010 version control.
* Gathered requirements by conducting meetings (taken minutes, action, and plans) and brainstorming sessions with end users and SME and documented business requirements and functional requirements. Facilitated JAD sessions involving the key stakeholders, management, development and user teams for clarifying requirements and facilitating better communication.
* Assured that all Artifacts are in compliance with corporate SDLC Policies and guidelines and used agile methodologies (RALLY MANAGEMENT SOFTWARE) to incorporate rapid changes in the requirements and to assure Real Time Visibility in the project.
* Organized requirements into high level Use Cases and low level Use Case Specifications and modeled them into Use Case, Activity and Sequence and Architecture Diagrams using Rational Rose and MS Visio. Applied UML notations and methodology in developing models that accurately represent the business process and workflows and clearly communicate them to the stakeholders including insurance brokers.
* Extracted Data from Teradata using Informatica Power Center ETL and DTS Packages to the target database including SQL Server and used the data for Reporting purposes.
* Identified and tested different segment of EDI file specifically more attention towards Qualifier and code container.
* Worked closely with System Architect to implement Service Oriented Architecture (SOA), Client side Validations, Server side Validations, Web Services and Web Methods involved.
* Experience with Requirements Traceability Matrix in recording a cross matrix for requirements through each stage of the requirements gathering process.
* Involved in change management, worked on change request (CR). Involved with the Quality Assurance team to develop and design test plans and test cases.
* Used SQL to test various reports and ETL load jobs in development, QA and production environment
* Designed, developed and tested data mart prototype (SQL ), ETL process (SSIS) and OLAP cube (SSAS)
* Defining test cases, creating test scripts, analyzing bugs, interacting with QA / development teams in fixing errors, and performed UAT.
* Conducted unit testing to confirm that HL7 messages from each application conformed to the HL7 interface specification.
* Coordinated and prioritized outstanding defects and enhancement/system requests based on business requirements, allowing sufficient time frame to ensure accuracy and consider deadlines.

Environment: Windows XP, MS Office, ETL, SQL Server, JRational tools like Rational Rose and Requisite pro, EDI, Rational Clear Quest, Informatica, UML, Access macros, Excel macros

**Medco Health, Parsippany, NJ SR Business Analyst May-2011-Nov-2012**

Medco is a leading pharmacy benefits manager (PBM) with the nation’s largest mail order pharmacy operations. Through clinical management, Medco engages members, their physicians and pharmacists, in making better, most cost effective use of prescription drugs thus providing members safety and their care more effective and affordable Account Information System, clearinghouse and Claim processing group to evaluate and settle the insurance claim payments

Responsibilities:

* Reviewed and analyzed the business requirements document to derive the functional specifications document and assisted in the preparation of System Requirement Specifications.
* Participated in requirement gathering for the COTS software package.
* Involved in Planning, Defining and Designing data based on business requirements and provided documentation.
* Occupied in Logical, Physical design and Development of the DSR (Data Staging Repository) for the Database and AMS (Asset Management Reporting System) using Erwin.
* Gathering the requirements, analyzing and Analyze the data and Prepared Data Mapping documentation.
* Gathering all system requirements for Business Intelligence, Data Warehouse
* Interacting with Developers and SME (Subject Matter Experts) about HLD & LLD.
* Interacted with the business partners and database administrators to identify the business requirements and data realties.
* Analyzed the requirements, Data and prepared the technical design document for the developers.
* Analyzing the code, data and preparing the spec’s for Developers
* Analyzing the system performance. Configured SQL mail agent for sending automatic emails when a SSIS package is failed or succeed.
* Created Drill-through, Drill-down, Cross Tab Reports and Sub-Report using RDL.
* Generated periodic reports based on the statistical analysis of the data using SQL Server Reporting Services (SSRS) & developed ad-hoc reports using SAS/SQL queries and MS Access and Excel.
* Full knowledge of the Diagnosis and Procedural Code changes for Healthcare Entities like Payers, Employer Groups, and Providers. Worked on ICD 9 codes and gathered future requirements based on ICD 10 codes. Managed creation of 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.
* Gathered requirements from the users and analyzed the requirements for RQ System, Facets etc.
* Gathered and documented functional requirements for testing and verification of HIPAA.
* Web Portal Development – Worked as a Business Analyst gathering requirements to develop a referral portal.
* Worked on As-Is To-Be analysis of ICD9 to ICD 10 conversion for the new qualifiers used in the 837 claims for the diagnosis and procedure/HCPCS codes.
* Performed manual testing by building 837 claims, converting them into EDI file, uploading them into mainframe region and doing error resolution & testing for 5010 requirements& NPI crosswalk.
* Analyzed and evaluated User Interface Designs, Technical Design Documents and the performance of the application from various dimensions.
* Designed, developed and tested data mart prototype (SQL ), ETL process (SSIS) and OLAP cube (SSAS)
* EDI file testing for checking the HIPAA 5010 (X12) compliance of the inbound 837 claims.
* Created Business Requirement Documents as a result of meetings with the Business Areas. Obtained business sign offs on the documents after reviewing the final documents with them.
* Documented the UAT Plan for the project and worked with the UAT Team to ensure every acceptance criteria for the requirements has been included in the UAT task plan.
* Data mapping, logical data modeling, created class diagrams and ER diagrams and used SQL queries to filter data within the Oracle database.

Environment: Facets MS Visio, Word, Excel, UML, Oracle SQL Server, Facets, PowerPoint, Rational Requisite.

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**Catamaran, Rockville, MD Business Analyst      Aug-2009-Apr-2010**

Catamaran (formerly SXC/CatalystRx) is redefining pharmacy benefit management (PBM) by providing a broad range of pharmacy spend management solutions and information technology capabilities by providing software applications, application service provider (ASP) processing services, and professional services. Involved in multiple projects that was based on creating an applications by automating and processing the claims.

Responsibilities:

* Involved in complete cycle of SDLC and lead the team when needed.
* Worked with PMO to establish scope, research new technologies, create and update processes.
* Facilitated JAR/JAD sessions to understand and gather requirements.
* Worked on new implementations and migration projects.
* Assisted in release plan and iteration plan for the project while working with the stakeholders.
* Worked on adjudication and on eligibility- Enrollment, Billing, Group/Member Insurances; EDI transactions like 270, 271, 278, 834, 835, and 837 to identify key data set elements for designated record set.
* Worked on ICD 9 (4010) - ICD 10 (5010) conversion and interacted/interviewed with business users, vendors and technical teams.
* Analyzed adjudicated claims to ensure accuracy
* As a part of operational production support team, received work request tickets for resolving on daily basis.
* Troubleshoot any problems found within FACETS and when testing the SQL data database while validating the business rule.
* Used Teradata SQL Assistant to run SQL queries and validate the report's data
* Provided weekly project status report to project manager and project presentation to the high level management on monthly basis.
* Worked on developing the business requirement and use cases for FACETS batch process, automating the billing entities and commission process.
* Facilitated Joint Application Development (JAD) Sessions for communicating and managing expectations.
* Involved in analysis of requirements for Medicaid and Commercial line of businesses.
* Designed SSIS Packages to extract, transfer, load (ETL) existing data into SQL Server from different environments for the SSAS cubes.
* Assisted to create UI prototypes, Wireframes and Mockups.
* Represent Benefit Design on cross-departmental projects. Participate in workgroups, attend planning meetings and determine benefit plan set up requirements in Rx Claim, as appropriate.
* Wrote test cases and test scripts for the User Acceptance Testing (UAT
* Good knowledge in BI (Business Intelligence) tools like SSIS, SSAS and SSRS to perform ETL.
* Analyzed and Prioritized permission levels based on roles of user and created blueprint of system architecture for the web-based application created for internal users.
* Prepared graphical depictions of use case diagrams and process flow diagrams.
* Tracked daily issues and dependencies and coordinated with common team to work on the impediment list.
* Worked with change control board to initiate/manage change requests
* Played major role to create the Business Requirement Documentation (BRDs), using MS Word and MS Visio that provided appropriate scope of work for technical team to develop prototype and overall system.

Environment: facets Agile, SharePoint, MS Visio, MS project, XML, UML, Facets, Oracle, MS SQL Server MS SQL Server, MS Office

**Washington Hospital Center • Washington, DC Oct-2007-Jul-2009**

Washington Hospital Center is a part of the Pennsylvania State University. It provides a wide range of health services including full range of hospitals, home-based care and emergency services. The project with the medical center was in relation to the Medicare population base

Responsibilities:

* Provided status reports for customers and internal management.
* Worked closely with project managers, software developers, and IT management to validate that the proposed and developed solutions meet the internal and external clients need.
* Coordinated understanding between business and IT community using data and business process models to clarify and validate features and requirements
* Specialized in Healthcare business systems and process flows, including Claims, Hospital Billing, and Medical Records systems
* Collaborated with the SIT and UAT testers during their respective stages of the testing process.
* Gathered and documented reporting requirements from business owners and/or business analysts, prepares functional and technical design documents.
* Documented software defects, using a bug tracking system, and report defects to software developers.
* Developed presentations in MS PowerPoint and conducted briefings to project stakeholders
* Participated in User Acceptance Testing (UAT) for multiple functional work areas on varying applications and platforms
* Performed analysis with functional users to develop detailed requirements definition for workflow.
* Ensured all quality assurance activities are appropriately satisfied

Environment:  UML, MS Access, MS Office, MS Visio, MS Project and Rational Suite, Test Director, Win Runner, SQL, Java