**Vimal Pradhan**

**Sr. Business Analyst**

**SUMMARY**

* Over **8 years** of Business Analyst experience in **Health care, Website design and Development.**
* Experienced in performing **Business Process Reengineering**/**Gap Analysis** to check the compatibility of the existing system infrastructure with the new business requirements.
* In depth understanding of **As-Is and To-Be business processes**.
* Monitored and summarized **project progress**, prepared reports for upper management, internal and external customers.
* Managed complex business initiatives to balance requirements for functionality, efficiency and quality.
* Planned and scheduled projects, set deadlines, assigned responsibilities, coordinated team members tasks towards completion of the project.
* Hands on experience working with **Enterprise Resource Planning** **(ERP)** software for collecting and managing healthcare claims data.
* Captured all HIPAA-related EDI data in the repository using **FACETS** and supported integrated EDI batch processing and real-time EDI using **FACETS**.
* Excellent knowledge of Health Insurance Portability and Accountability Act (**HIPAA**) transaction and code set rules such as **EDI 837,270,271,276,277,834,835.**
* Experienced with Rational tools like **ReqPro, Clear quest, Clear Case, Rational soda, Rational Rose**.
* Worked on different **EDI healthcare transactions** like **837** for submitting claims**, 835** for payments**, 834** for benefit enrollment **& 820 for premium payments to insurance products, 270,271 for health care benefits** and **eligibility, 275 for patient information, 276, 277 for claims status** and **278** for transmitting health care service inform.
* Experience working on **FACETS** data tables and created audit reports using queries. Manually loaded data in **FACETS** and have good knowledge on **FACETS** business rules.
* Experience in running and testing of Claims using **FACETS** **claims processing** system.
* Expertise in handling issues and getting it solved in a quick and efficient manner.
* Strong knowledge of managed claims management process, Knowledge of Medicaid and Medicare Services. CMS, Health Assessment Systems , Hl7 Standards, HIPAA, **PPACA (Patient Protection and Affordable Care Act)**, Compliance issues, HL7 Message Validation, ICD 9, Electronic Health Records, Electronic Medical Records.
* Solid understanding of **Business Requirement gathering, Business Process flow, Business Process Modeling and Analysis**, **design documentation.**
* Experienced in all phases of the **Software Development Life Cycle (SDLC**), Rational unified process (RUP), **Agile and Scrum methodologies**.
* Exceptional Documentation Skills for writing **Use Cases** and **Functional Requirement Documents.**
* Experienced in conducting **Joint Application Development** JAD sessions, workshops etc.
* Expertise in Analysis and Review of Software and Business Requirement Documents.
* Experience in implementation of **HIPAA 4010** in existing claim processing integrated system.
* Extensive experience in **claims** processing and **billing**, **Medicare/Medicaid billing** and **claims management.**
* Proficient in **ICD-9-CM** and **ICD -10-CM** coding and claims processing
* Prepared **Business Process Models** that includes modeling of all the activities of the business from the conceptual to procedural level. Followed top down, leveled technique for building Business Process Models.
* Extensively participated in verification of **EDI** file formats against Standards.
* EDI healthcare experience working with implementation guides.
* Proficient in developing **UAT plans**, **UAT cases**, **UAT scripts** and **executing UAT**.
* Proficient in writing **queries/ SQL/ MS Access** to assist in UAT, data validations and data analysis.
* Experience using **Rational Rose**, and **MS Visio** for business process modeling and designing data flow diagrams.
* Expertise in creating **Use Case diagrams, Activity diagrams, Data Flow Diagrams (DFD), Sequence diagrams, State diagrams based on UML Methodology and business process flow diagrams using MS Visio/Enterprise Architect/Rational Rose.**
* Good Knowledge of **Test Plan**, **Test Scripts and Test Cases** for **Functional, System, Integration, UATand Regression Testing basedon the Design Document and User Requirement Document for the Functional, Security, and Performance Testing.**
* Experience with **ISO, Six Sigma, and CMM** standards.
* Excellent written and verbal communication.
* Experience in databases like **Oracle, SQL**.
* Strengths include quick learner, problem-solving capability, and ability to work as team player and lead the teams.
* Consistently demonstrated ability to achieve tight deadlines.

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| **Operating Systems:** | Windows, UNIX, LINUX, Mac. |
| **Languages:** | Java, **SQL**, HTML, XML, C#, VB, ASP, .Net |
| **Databases:** | **Oracle**, MS **SQL** server, MS Access, IBM DB2 |
| **Tools:** | **Facets 4.51**, Facets interfaces, Facets extensions, MS Office: Word, **Excel, Share**  **Point, Access**, Power point, **Project, Visio**, Front Office, JIRA |
| **Industry Standards:** | HIPAA, SOX, ISO, Six Sigma, CMM. |

**PROFESSIONAL PROFILE**

**Group Health, Seattle, WA Jul 2012 – Present**

**Sr. Business Process Analyst**

Group Health Cooperative, more commonly known as Group Health, is a [Seattle, Washington](http://en.wikipedia.org/wiki/Seattle) based nonprofit healthcare organization.[[1]](http://en.wikipedia.org/wiki/Group_Health_Cooperative#cite_note-1) Established in 1947, it today provides coverage and care for about 700,000 people in [Washington](http://en.wikipedia.org/wiki/Washington_(U.S._state)) and [Idaho](http://en.wikipedia.org/wiki/Idaho) and is one of the largest private employers in Washington. Patients who receive care at its medical centers are provided Web access to their medical records secure emailing with doctors and nurses and the ability to fill prescriptions online that are mailed to homes without a shipping charge.

**Project Description:** As a Business Analyst in Group Health, I was involved with HIPAA 5010 compliance for the new MMIS system. The project also involved performing gap analysis and identifying the changes in HIPAA 5010 to upgrade second web portal to comply with the new standards approved by the Health Insurance Portability and Accountability Act (**HIPAA**), all of this consisted of applying gap analysis, compiling the results achieved and screening them.

**Responsibilities:**

* Gathered **BusinessRequirements** from all the stakeholders and interacting with the providers, managers, developers to develop the **business Processes**.
* Incorporated Agile methodology and **SCRUM** techniques to manage requirements.
* Facilitated **Scrum planning** meetings to coordinate between Clients, Product Owner, Dev and QA teams.
* Conducted **Risk Analysis and Impact analysis** whenever there is any change in the business requirement and continually updating the **business requirement document**.
* Responsible for architecting integrated **HIPAA**, Medicare solutions, **FACETS**.
* Conduction JAD sessions and ultimately reducing the time spent in moving all the information from stakeholders and other team members.
* Complete understanding the business process to determine the needs of the business.
* Assisted in the meetings with the technical team as well as the clients regularly to assess the current process and how it could be changed in making a better proposed process.
* Worked on configuration of **FACETS** with **Benefits**, **Claim processing** and **Enrollment**.
* Provide various strategies to **implement HIPAA 4010 in the new MMIS system** and ultimately move to **HIPAA 5010.**
* Performed **six-sigma** process during the project to eliminate any defects in the process.
* Conducted the **gap analysis** and analyze various gaps and develop actions to fill those gaps.
* Develop spike requirements solution for all the current problems and **UI prototypes** for capturing the requirements.
* Worked on loading the benefits configuration data into **FACETS** table.
* Helped in developing test cases such as **test plans and test scenarios**.
* Utilize **Rational Unified Process (RUP)** and build different phases of software developmental cycle.
* Actively involved in designing **EDI transactions using the new HIPAA 5010 version and ICD -10 codes and analyzing HIPAA compliance and EDI transaction.**
* Recommending actions against the action plans during the ongoing progress of the project to the project manager.
* Knowledge of the **software system** and the programs.
* Creation of project management plans to manage timely delivery using **MS project**.
* Performed **Requirement Tractability Matrix (RTM)** to track and maintain stakeholders requested requirements and changes.
* Instrumental in capturing the requirements from the clients and publishing them into a requirements document.

**Environment:** FACETS**,** MS Project, Requirement Traceability Matrix (RTM), Rational Rose Test, JAD, RUP, MS Visio, Windows OS, MS Office, SharePoint, Server, Quality Center, SQL Sever.

**Health First, New York, NY Jan 2010-Jun 2012  
Systems Analyst**

Health first has a unique hospital-sponsored business model, which allows us to reinvest in the not-for-profit and public health care system by returning the financial savings from our operational efficiencies to our hospital sponsors. Health first strives to meet the needs of the diverse communities we serve through close provider partnerships and strong community involvement. We are one of the fastest growing health plans in New York with over 900,000 members and a network of more than 24,000 providers.

**Project Description:** IT division of Health first provides healthcare IT solutions; helping clients through secure Internet connections. The application that was implement was a web based claims submission process. Claims were submitted online in the form of **HIPAA** compliant transactions.

**Responsibilities:**

* Propose strategies to implement **HIPAA 4010** in the new **MMIS** system.
* Involved in the creation of the **Mockups** using Balsamiq and **Use Cases** using MS Visio.
* Documented business requirements, and communicated these requirements **with the development team for design and implementation of business** solutions.
* Worked on developing the business requirements and use cases for **FACETS** batch processes.
* Worked with Business Analysis team to prepare a detailed **Business Requirement Document**.
* Analyzed Business Requirements to develop Functional and detail Design Specifications of the application.
* Conducted **Requirement Gathering Sessions** with the stakeholders.
* Interacted with the project team to help define the **Business and System Objectives**, confirmation of scope, identify constraints and the measures of success for the system to be developed.
* Conducted the **JAD** sessions, daily meetings, brainstorming sessions to solve the problems and enhance the workflow.
* Created Functional specifications document for the 834 enrollment data with their changed benefits in the Medicare program and facilitated the **EDI** 834-file load to **FACETS** through MMS (Membership maintenance sub-system).
* Assisted in building a Business analysis process model using **Rational Rose** and **Visio.**
* **Gathered** Functional Requirements **from users and the management. Coordinated all the requirements in team based environment.**
* Acted as liaison between the senior management and different teams with effective presentations.
* Experience in Rational Rose & HP Quality Centre
* Monitored change requests and documented requirements, integrating them with**Use Clear Cases.**
* **Incorporated stakeholder feedback throughout project lifecycle to ensure project quality and customer satisfaction.**
* Did Technical documentation for the project using tools like **Visio, Word**, etc.
* Used **MS Project** for managing schedules, resources and collaboration**.**

**Environment:** MS Office, SQL, MS Project, MS Visio, UNIX, XML and Windows.

**Johnson & Johnson, New Brunswick, New Jersey May 2009- Dec 2009   
Business Analyst**

Johnson & Johnson provides consumer products prescription medicines and medical devices and diagnostics impact the state of health care for patients, doctors, and nurses around the world.

As a Business Analyst, I was involved in a project for Interface enhancements to send delivery / Shipment related information to 3PL service providers.

**Roles and Responsibilities**

* Implemented **RUP** methodology for **iterative** and **incremental** development of the system.
* Planned **RUP** iterations and documented the artifacts throughout the various phases of the development process.
* Produced complete **data mappings** and **data conversion** documents needed for the enhancement
* Compiled the **Vision Document** and composed detailed **Use Case** Specification Documents in Rational RequisitePro.
* Created **UML class** diagrams, **use case** diagrams and **sequence diagrams** to view the system from different perspectives.
* Performed Functional and **GUI** Testing to ensure that the user acceptance criteria are met.
* Co-coordinated the **UAT** with the **SME**’s to make sure that all the Business Requirements are addressed in the application.
* Formed detailed **UAT** and **QA** test plans, managed system testing and preserving testing documentation.
* Developed strategic partnerships with the business unit to develop a solid knowledgebase of the business line, including the business plan, products and processes.
* Provided key project inputs by working with users in defining the project and system requirements.
* Assisted Test Lead, Testers understanding business process and help them successful  
  completion of Unit Testing, Integration Testing and Requirements Testing.
* Played a key role in the planning, testing, and implementing system enhancements and conversions.

**Environment:** MS Office, MS Project, MS Visio, SQL, Oracle, Test Director, Rational Unified Process (RUP), Rational Suite (RequisitePro, ClearQuest, ClearPro),Business Objects, Windows XP

**HCA Healthcare, Nashville, TN Jun 2008 – March 2009**

**Business Analyst**

**HCA Inc.** has developed an application for Managing and processing Insurance Claims - **Claims Management and Reconciliation (CMR).** Patient's information, history about disease and medication is collected and stored in the CMR Health Information Management/Enterprise Document Management System. I worked for enhancements to this application with the various Business Owners.

**Responsibilities**

* Gathered Requirements from various Business Areas like **Claims, Provider Relations, Enrollment, Finance and Benefits Administration** for their updates to the Claim Processing Engine.
* Developed **Use Cases** using MS Visio, and a detailed project plan with emphasis on deliverables.
* Monitored **Change Requests** and documented requirements, integrating them with Use Cases.
* Developed and Implemented **Test Strategies** using the **Test Director.**
* Assisted **QA team** in testing phase by creating **Test Plans and Test Cases documents.**
* Followed the RUP methodology for the entire **Software Development Cycles.**
* Assisted the development team during the second and third iteration using the RUP model.
* Checked the data flow through the front end to backend and used **SQL queries** to extract the data from the database.
* Involved in project planning, coordination and implemented QA methodology.
* Developed the **Requirements Traceability Matrix**, prioritized and determined Impact of all applications.
* Identified the all applications and interviewed the application owners to recommend the process improvements.
* Provided overall project management to multiple projects successfully completing them on-schedule and on-budget.
* **Defect Tracking and Bug Reporting** was performed.

**Environment: Oracle, SQL, PL/SQL, ASP.NET, Rational Requisite Pro, Microsoft Visio, HTML.**

**EDUCATION**

**Graduation Year: 2004**

**M. S.**, Sedimentology and Micropaleontology,

**University:** Department of Geology, University of Rajasthan, Jaipur, India.

**Division I (Top level of academic achievement)**

**Graduation Year: 2002**

**B.Sc.**, Science Biology (Chemistry, Zoology, Geology),

**College:** Maharajas College, University of Rajasthan, Jaipur, India.

**Division I (Top level of academic achievement)**