Name: **BISHAL SINHA**

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**Professional Summary:**

* Over **9 plus** years of professional expertise in **HealthCare domain** and software development life cycle, including analysis, design, development, testing and implementation of software applications.
* In-depth knowledge of Rational Unified Process (RUP), risk engineering, and design using UML, Rational Rose, and Visio.
* Verified and documented HIPAA regulator changes found when moving from 4010 to 5010.
* Experience in HIPAA 4010 and 5010 EDI healthcare transactions like 835, 834, 837(Encounters), 820, 270, 271, 276, 277, and 278 along with ICD-9/10.
* Adept at reducing development costs and providing traceability of projects.
* Excellent communication, analytical, interpersonal, and presentation skills.
* Planned and developed feasibility study, requirements and risk analysis for several projects and validated business rules.
* Performed GAP and Risk analysis of existing system and evaluated benefits of new system. Extensive experience of conducting UAT and issue resolution.
* Followed UML based methods using Rational Rose to develop use cases and activity diagrams, assisted developers in creating sequence diagrams and collaboration diagrams
* Experienced in GAP analysis of HIPAA 4010 to 5010 with particular attention to qualifier, length and required field and situational rules and professional knowledge of HL7 standards.
* Successfully experience in eliciting, analyzing, and documenting the requirements for business processes, policies, and information systems. Worked as a liaison among business stakeholders to understand business problems and opportunities in the context of requirements and recommend solutions that enable the organization to achieve its goals.
* Facilitate communications and understanding of business/ functional requirements among different stakeholders and between stakeholders and technical team.
* Experience in writing Business Requirements Documents (BRD), Functional Requirement Documents (FRD), SRS, and Non-Functional Requirement Documents (NFRD). Maintain requirements traceability matrix.
* Conducted User Interviews, facilitated joint application development (JAD) sessions to develop, analyze. Knowledge of Entity-Relationship (ER) modeling.
* Liaise with business and functional owner during risk engineering and high-level review sessions to derive and execute action plans, meeting deadlines and standards.
* Strong work experience with tool like Toad, SQL Navigator, SQL Developer, SQL\*PLUS, PL/SQL Developer.

**Technical Skills:**

**Methodologies:**  SDLC, RUP, Agile.

**Project management tools**: Microsoft project, Microsoft Office

**Modeling Tools:** Rational Rose, Microsoft Visio

**Change Management Tools:** Rational Requisite Pro, Clear Quest,

**Version Control Systems:** Rational Clear Case

**Testing Tools:** Test Director, Win Runner, Load Runner.

**Languages:** C, C++, .Net, XML, UML, HTML.

**Databases:** Oracle, MS SQL Server 2000, MS-Access

**Operating Systems:** Windows Family, Familiar with UNIX, LINUX and Mac

**RDBMS and Databases:** SQL Server, Oracle, Sybase MS Access

***PROFESSIONAL WORK EXPERIENCE***

**WellCare Health Plan, Tampa, FL** *(Sr. Business Analyst)* **September 2011 – Present**

**Project Description:** WellCare Health Plans, Inc. provides managed care services targeted to government-sponsored health care programs, focusing on Medicaid and Medicare. Headquartered in Tampa, Florida, WellCare offers a variety of health plans for families; children; and the aged, blind and disabled; as well as prescription drug plans. The company serves more than 2.5 million members nationwide, as of September 31, 2012.

The first project focuses on Xcelys 7.0 up gradation. The purpose of this project is to upgrade the existing Xcelys adjudication system version 6 to Xcelys version 7, and modify all interfacing applications in order to function with the latest version. The major driver for this upgrade is to meet the regulatory requirements as outlined in the federally mandated International Statistical Classification of Diseases and Related Health Problems, 10th Revision (known as "ICD-10") standards. This project includes an upgrade from WellCare’s custom Xcelys 6 version. The upgrade will also lay the foundation for future additions of new functionality and performance enhancements which are included in the latest Xcelys 7 software version.

The second project was for Dual Special Need Population for the state of Kentucky and Illinois – The purpose is to capture the edited DSNP members of the processed 271 eligibility file received from the state of Illinois. The State of Illinois requires WellCare to evaluate Dual eligibility for Medicare Members through EDI 271X12 in the 5010 format. Developed the system to process and store EDI 271X12, so that it can update Dual Eligibility and Rider Code of the Members.

The third project was to enhance the LEP data processing logic in our System so that information received from different CMS Sources such as TRR, MPWRD and LISLEP can be processed in an efficient and effective way.

The fourth project was launching a Medicaid plan (EDI 834) in the State of Missouri for members effective in April 1, 2013 through the acquisition of Missouri Care, Inc., a subsidiary of Aetna, Inc. under the MOD line of business. Members received by WellCare from the state of Missouri on an 834 enrollment file for the MOD line of business will be tagged to receive an HOH Kit during the processing of the file. Enrollment files will be processed on a daily basis and therefore HOH Kits will be triggered in CTS on a daily basis.

The fifth project was implementing a Medicaid plan (EDI 834) in the State of South Carolina and New Jersey for members effective in May 15, 2013 through the gaining of South Carolina Member under the SMD line of business. Members received by WellCare from the state of South Carolina on an 834 enrollment file for the SMD line of business will be tagged to receive letter during the processing of the file and it will be triggered in CTS on a daily basis.

Also, worked on Medicare Annual Election Period (AEP) for the Medicare member’s in the year of 2012, 2013 and 2014.

Currently, I am working for Enterprising Data warehouse for the State of Illinois and capturing business requirements and specifications for implementing EDW long term solution for the IL Capitated Phase 3A Encounter data that has to be extracted from HTR into EDW System and also working on EDW premium reconciliation for Medicaid members for New Jersey and New York State using **Cognos**.

**Responsibilities:**

* Involved in Business System Analysis for Inbound and Outbound Transactions.
* Conduct interviews with the Business Subject Matter Experts to gather, analyze, review, identify and create business requirement and functional requirement document.
* Conducted HIPAA 4010-5010 requirements gathering sessions for the EDI transaction between providers, payers and employer groups.
* Worked on Hawaii. Kentucky and South Carolina Expansion for inbound 834 transactions from State.
* Involved in the documentation of HIPAA 5010 changes to EDI 835, 834, 837, 270, 271 transactions.
* Coordinated the upgrade of Transaction sets 835 and 834 to HIPAA compliance.
* Worked on preparing Business requirement documents and functional Specification documents
* Work with business users to document current work flow processes and collaborate with users in identifying, defining, and documenting process improvement options and alternatives, as directed by business needs.
* Analyze impacted programs to identify, understand and document business rules in plain language.
* Work with Business SME’s and IT staff to identify and translate ICD business rules into system requirements.
* Identifies required information fields and develop data dictionary.
* Review technical impact analysis, identify and segregate relevant application code.
* Coded complex SQL queries to retrieve data from the database depending on the business logic
* Created DDL scripts to create, alter, drop tables, views, synonyms and sequences.
* Worked on Materialized view
* Develop requirements traceability matrix to be used in software development and QA testing.
* Assist the programmers and developers through designing, coding, testing, deploying, maintaining, and supporting client initiatives.
* Articulate and present business analysis results clearly and concisely to IT staff.
* Participates in testing, acceptance testing and implementation of information systems, modules and subsystems.
* Participates in Application Group and business unit meetings.
* Assist development and reporting groups in optimizing SQL statements in applications, batch jobs, and reports and in designing and using databases and database applications and processes for maximum performance, security, reliability, and availability.
* Infrastructure development that will enhance the scalability of the organization, allowing the proper systems and processes to be integrated with the business’ best practices ensuring consistency and stability.
* Performed gap analysis between partner specs and internal system requirements by matching HIPAA 4010 to 5010 implementation techniques.
* Monitored revenue cycle process and implemented ICD 9 & ICD-10 mapping and crosswalk analysis.
* Collaborated with project team, project leads, and project managers and fostered with them to review plans, systems testing and overall testing of software.
* Provided support during the integration and UAT

Environments: IDX, RUP Methodology, UML, MS Visio, Rational Rose, MS Office, SQL, Oracle, Toad, PowerPoint, MS Word, MS Excel, Windows

**ACS, Atlanta, GA** *(Business Systems Analyst)* **September 2009 – August 2011**

**Project Description:** Worked on MMIS system for the State of Georgia.

**Responsibilities**

* Interacted daily with internal and external managers at the State level for state of GA
* Participated in requirements gathering for new systems and systems modifications by mapping data to new system
* Analyzed and designed new business processes
* Delivered project deliverables to the stakeholders and obtained approval
* Performed smoke testing of different modules for MMIS.
* Ensured that the MMIS upgrades are able to handle the new HIPAA transactions
* Participated in JAD sessions and involved in discussions with clients/users to determine the dimensions, hierarchies and levels, understanding reporting requirements, extensively involved in requirement analysis.
* Participated in National Provider Identifier (NPI) crosswalk for 5010.
* Performed the Gap Analysis for the transition to EDI X12 5010.
* Developed Test Plans and Test cases for 5010 transitions.
* Reviewed use cases created for QA to test all Medicaid claim types (HCFA's, UB's and Dental) on MMIS system
* Analyzed healthcare claims: 837I (Hospital), 837P (Physician), UB04 hospital claims, and HCFA 1500 physician claims test data on MMIS system
* Created and verified Healthcare EDI claims test data
* Created use cases and scenarios in healthcare environment
* Coordinated issue resolution with Project manager and other partners
* Supported project throughout Systems Development Life Cycle
* Generated daily project status reports
* Analyzed Business Requirements, developing tracking and enhancing them into functional requirements using Rational Requisite Pro as a requirements tool.
* User Acceptance Testing (UAT) – Carried out UAT activities associated with each project and presented the results to the Business Stakeholders.
* Successfully conducted JAD sessions which helped synchronize the different stakeholders on their objectives and helped the developers to have a clear cut picture of the project.
* .Documented Business Requirements using Rational Requisite Pro for the application.

Environment: Mainframe ,DB2, Rational Rose, Rational Requisite Pro, RUP, Test Director, Win Runner, MSOffice2000, UML, Perl, Java.

**Horizon Blue Cross Blue Shield, Newark, NJ** *(Business Systems Analyst)* **July 2007 to August 2009**

**Project Description:** Worked on National Provider Identifier (NPI) Project called NPS- National Provider System. There are two types of NPI issued: one for an individual and the second for organization.

**Responsibilities:**

* Designed functional specifications for HIPAA 4010 transactions 837 (Dental, Professional, Institutional), 835, 834
* Involved in preparing the system requirements and Business Requirements by working closely with business owner and external stake holders.
* Analyzed data & business work flow process to enhance clinical decision making & incorporate the provider NPI # in the database
* Worked with SQL queries for data manipulation.
* Assisted data analyst in data mart design and prototyping.
* Designed and validated the source target mappings.
* Performed Data mapping, logical data modeling.
* Used SQL queries to filter data within the database tables.
* Involved in Data Selection for testing the EDI Load Process: backend process for loading and processing the data received through EDI and manual process as per Business Rules.
* 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 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: Java, J2EE technology, Windows 2000 Advanced Server, Liberty, UNIX / Oracle Platform, MS Visio, RUP, UAT, Rational Rose 2002, Rational Clear Quest, Rational Clear Case, Rational requisite pro, rational test manager, Rational Robot.

**American Express, Arizona** *(Business Analyst)* **August 2006 - May 2007**

**Project Description:** Assisted in implementing the new web-portal, which was a vital marketing tool to give customers a rich and satisfying experience. Helped integrating the website with the encompass mortgage automation system. The new system enabled the users to view details of current balances, loan history, tax, interest information, and order mortgage documents online..

**Responsibilities**

* Gathered and documented the requirements that are critical to the business mission and using those requirements to design application software using a Use Case.
* Ran complex SQL queries to retrieve data from the database depending on the business logic.
* Analyzed business lines on a macro level utilizing multiple information sources (primary and secondary) to provide actionable consumer and business insights.
* Created Use case and Activity diagrams using MS Visio to give web developers a better idea of the application design.
* Conducted JAD Sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Liaised with Project Management/development/QA Teams to employ Software Development Life Cycle (SDLC) Methodologies for IT systems requirements.
* Liaised with QA team members in developing and executing Test Cases and Test plans, as needed.
* Conducted GAP and SWOT analysis.

Environment: MS office, MS Visio, SQL, Rational Clear Quest,

**Dialogic, India** *(Business Systems Analyst)*  **June 2005 – July 2006**

**Project Description:** Dialogic, formerly known as Veraz Company, inspires the world’s leading service providers and application developers to elevate the performance of media-rich communications across the most advanced networks. We boost the reliability of any-to-any network connections, supercharge the impact of applications and amplify the capacity of congested networks. Forty-eight of the world’s top 50 mobile operators and nearly 3,000 application developers rely on Dialogic to redefine the possible and exceed user expectations. High performance networks and applications demand Network Fuel in the following areas.

The company is a recognized leader in software-based solutions that enable Application Developers to rapidly develop and monetize a wide array of value-added services such as messaging, SMS, video calling, ringtones, lawful intercept and location-based services. Dialogic customers are able to continually offer innovative solutions and benefit from our extensive capabilities in mixing media-rich communications, transitioning to virtualized or cloud-based architectures and deploying highly available and scalable platforms or services. The Dialogic Solution Showcase features market-tested, revenue generating solutions for service providers and enterprises. Each solution is recognized for its innovative nature as well as its market-proven reliability, ease of deployment and scalability.

**Responsibilities**

* Analyzed Requirements to ensure that they are in line with BRD Objectives.
* Created and maintained clear and concise Functional Specifications, and Process Flow diagrams.
* Engaged with Business/Project Sponsors to clarify Business Requirements
* Prepared BRD, by working with Business Team to Resolve Requirements issues.
* Worked with Business Team to secure Sign-off on Functional Specification.
* Created Use Cases, Business Context diagrams, Work Flow Diagrams, Activity diagram, class diagram, implementation checklists, Work Breakdown Structure (WBS), risk analysis.
* Assisted in design and specifying the systems to improve the operation.
* Conducted and Participated in JAD sessions.
* Ensured systems and programs are properly tested before putting them into operation.
* Prepared and viewed test data and test programs Collaborating with project team, project leads, and project managers and fostering with them to review plans, systems testing and overall testing of software.
* Providing support during the integration and User Acceptance Testing (UAT).

Environment: Windows 2000 Advanced Server, Liberty, UNIX / Oracle Platform, MS Visio, RUP, UAT, Rational Clear Quest, Rational Clear Case, Rational requisite pro.

**Deutsche Bank Group, India** *(Software Engineer)* **May 2004 – May 2005**

**Project description:** With its presence virtually in all the important centers of the country, Deutsche Bank offers a wide variety of banking services which include corporate and personal banking, industrial finance, agricultural finance, financing of trade and international banking. Among the clients of the Bank are Indian conglomerates, medium and small industrial units, exporters, non-resident Indians and multinational companies. The large presence and vast resource base have helped the Bank to build strong links with trade and industry..

**Responsibilities**

* Involved in interacting with the end-user (client) to gather business requirements.
* Resolved application problems to maintain high level of customer satisfaction.
* Involved in performance fine-tuning of the queries/report using PL/SQL and SQL Plus.
* Developed Unix Shell Scripts to automate backend jobs, loading data into the Database using SQL\* Loader.
* Managed tables, indexes, constraints, views sequences, synonyms and stored program units.
* Developed database triggers required for the Integrity constraints.
* Coded complex SQL queries to retrieve data from the database depending on the need.
* Created Cursors and Ref cursors as a part of the procedure to retrieve the selected data.
* Written PL/SQL cursors for transaction processing.
* Written Queries for the management in the form of stored procedures and packages.
* Involved in writing complex queries to generate reports as per client request as a part of production support.
* Created partitions on the tables to improve the performance.
* Extracted data from Flat files, Oracle and SQL server sources.
* Worked on DBMS\_SCHEDULER to schedule jobs.
* Used features like bulk collect to process large amount of data in data base.
* Improving SQL and PL/SQL flexibility, usability, and performance, using dynamic SQL
* Used features like bulk collect to process large amount of data in data base.

Improving SQL and PL/SQL flexibility, usability, and performance, using dynamic SQL

Environment: Oracle 9i, Solaris 5.9, SQL Developer 1.1, Oracle Enterprise Manager, Windows 2000, Oracle forms 9i

**Education:** Bachelors in Electrical Engineering (S.G.S.I.T.S, INDIA)