**Didarul Chowdhury** Status **: U.S Citizen**

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**SUMMARY:**

* Sr. Deployment Business Analyst with Over 7 years experience in Healthcare with Electronic Medical Record (EMR)/ Electronic Health Records (EHR) Industry, identifying and proposing the solutions for an effective customer experience.
* Strong Knowledge on claim processing and EDI transactions i.e. Claims Enquiry and Response (276/277), Receipt and Verification of claim forms(837), Claim Payment and advice(835), Eligibility Enquiry and Response(270/271), Certification Request and Response(278-11/278-13), Benefit Enrollment(834), Order and Payment Remittance(820), Invoice(810).
* Experience with developing HIPAA Companion Guides for 834 Enrollments, 270/271 Eligibility Inquiry/Response & 820 - Health Plan premium payments for MMIS
* Excellent Knowledge in Electronic Medical Record (EMR) / Electronic Health Records (EHR) modules and process flow
* Proficient in authoring Business Requirement Document, Narrative Use Cases, creating Use Case diagrams, Sequence Diagrams, Activity Diagrams and other UML based diagrams using MS Visio, Rational Rose.
* Expertise in the EPIC Medical software application (EMR).
* Familiar with FDA regulation like 21CFR part 11 and Diagnosis Codes for ICD-9.
* Experience in conducting Joint Application Development (JAD) sessions for requirements gathering, analysis, design and Rapid Application Development (RAD) sessions.
* Assisted in user acceptance testing (UAT) of the system.
* Proficient in industry standard methodologies like Software Development Life Cycle (SDLC), Iterative Software Development Life Cycle Process as per Rational Unified Process (RUP), CMM (Capability Maturity Models) and Agile.
* Functional experience with caoncentration on Use Case modeling using UML, Business Process Modeling, Data Modeling, Change Management, Technical Training, Software Development methodologies, QA testing, and Systems Testing of client server and web-based systems. Strong knowledge of FDA QS 21 CFR 820, 211 for Pharmaceutical, Life Science and Health Care Industries and cGMP, GCP, GLP, CAPA, GRP, EMR, EHR & QMS.
* Strong understanding of project life cycle and SDLC methodologies including RUP, RAD, Waterfall and Agile.
* Documented Requirement Traceability Matrix in Requisite Pro, Test Director and MS-Excel for traceability of requirements through test cases.
* Extensive in scheduling and updating the tasks in MS Project to ensure the project deliverables are met with in the given timeframe and updating the status of the projects to the senior management on weekly calls.
* Excellent Skills in Performance Management to support strategic planning, goal setting, strengthen productivity, enhance decision making, and improve quality service.

**PROFESSIONAL EXPERIENCE:**

**Palo Alto Medical Foundation, Palo Alto, CA Feb 16 – Till Date**

**Sr. Deployment Business Analyst**

The Palo Alto Medical Foundation (PAMF) is a non-profit healthcare organization that is a pioneer in both multi-specialty group practice of medicine and outpatient medicine. PAMF needed to implement an Electronic Medical Records (EMR/EHR) solution, which would help the physicians and other medical support staff provide better care to their patients and give the patients the option of accessing their medical records online from the comfort of their home. The project involved creating an Information Management System using software solution provided by Epic Systems. This system allowed the users to make appointments, ask questions, initiate claims, and obtain medical records online. This system also allowed the Doctors, Nurses, and the Receptionists to manage patient membership data

**Responsibilities:**

* Identified internal and external Business requirements, design and configuration set-up and documented and delivered functional Requirements Document to the project team.
* Performed System testing of the Claims processing systems (Pricing Rules, Duplicate/Limits validation, Member Eligibility, Provider Enrollment, et al).
* Converted project specifications into sequence of detail instructions and logical steps for on-line screens used for data inputting and detailed reports and file transfers for Membership Enrollment and Automated Claims Processing.
* Successfully handled the testing of health care products like Epic Systems and EHR (Electronic Health Record).
* Create process models, specifications, Use Case diagrams, and charts to provide direction to developers and/or the project team
* Healthcare system implementation including enterprise Electronic Medical Records (EMR) software.
* Responsible for process modeling from inception through implementation and post implementation optimization along with associated UI design.
* Utilized corporation developed Agile SDLC methodology. Used ScrumWork Pro and Microsoft Office software to perform required job functions.
* Performed felid-by-field mapping of interface between parent EMR system and downstream system.
* Designed and implemented a variety of enhancements for executive platform for international clients (EPIC) system replacing several proprietary legacy databases.
* Responsible for sales and marketing specializing in practice management, managed care systems, thin-client technology, Electronic Media Records (EMR/EHR/PHE/PMR), ASP technology, and full integration tools.
* Responsible for applying object oriented analysis and design (OOAD) principles to create domain models using UML
* The EMR is the legal patient record that is created in hospitals and ambulatory environments and is the data source for the EHR.
* Planned and built project documents based on Rational Unified Process (RUP) methodology in Software Development Life Cycle (SDLC).
* Generated reports using SQL server Reporting Services (SSRS) , and created user friendly templates, indexes, using XML
* Actively involved in Source Driven Testing, Target Driven Testing, Business Cycle Testing, Business Scenario Testing and Data Integration Testing.
* Incorporate clinical lab-test results into certified EHR as structured data.
* Collaborated with the Project Managers in Tracking and Managing Project Development Process.
* Worked with development and testing teams to accomplish timely release objectives.

**Environment:** Rational Requisite Pro, Rational Rose, Rational Clear Quest, Rational TestManager, SQL, MS Office, MS-Project, Labware LIMS, Web LIMS, SDLC, Oracle, Agile, LIMS Basic, OOAD, J2EE, Windows XP Professional.

**CVS Caremark, Richardson, TX Aug 14 – Dec 15**

**Business Analyst**

CVS Caremark is the Third Party Administrator (TPA) for prescription drug management also referred as Prescription Benefit Management Company (PBM). They manage prescription, check order status and primarily focus on processing and paying prescription drug claims and negotiating discounts and rebates with drug manufacturers. I worked as a Business Analyst in different phases of SDLC process in analyzing and processing the prescription drug claims.

**Responsibilities:**

* Responsible for the defining of the project goals and business requirements by conducting business planning meetings with the Business Users, Project Manager concerning on Medicare Part D (Med D) insurance.
* Documented the Business requirements and Functional requirements of business and system solutions after analyzing the business planning and PBM expertise.
* Analyzed AS IS state and TO BE state of the project and created Business Process Models as per the requirement gathered.
* Responsible for supporting Med D members regarding their queries regarding their benefits and coverage.
* Conducted JAD sessions with business stakeholders and technical units to resolve issues and conflicts regarding system architecture design during Business process changes.
* Created Use Cases, UML diagrams, wireframes and prototypes as per the system requirements.
* Successfully used Agile Methodology (SCRUM) for the entire SDLC, facilitated user stories workshop
* Act a liaison between the BUs', Technical Team and other stakeholders to analyze, design, develop and maintain various Pharmacy system to ensure its optimal operation.
* Run SQL queries to get the data from the existing PBM system to survey the statistical data.
* Actively worked with developers to identify Root Cause Analysis (RTA) of defects
* Understand and translate pharmacy technical functions to the end users.
* Collaborated with the QA teams in creating the test cases and test strategy for progression and regression testing
* Assisted User Acceptance Testing (UAT) team in UAT testing
* Worked with clients on the final signing off process in User Acceptance stages

**Environment:** Windows, Agile (SCRUM), UML, MS Office Suite, MS Visio, Oracle, MS SQL Server, Rally, Quality Center

**California Department of Mental Health (DMH) Sacramento,CA Sept 13 – Jul 14**

**Deployment Business Analyst**

Developed the business requirements and business case for the DMH electronic health record (EHR) (alternative terms are patient data record, client data record, etc.) project as a preparation for an RFI to be submitted for vendors to respond and demonstrate compliance with critical healthcare standards. Business case and business requirements were developed on the basis of CCHIT ambulatory standards, with observance of HL7 and other standards regulatory organizations. The functional requirements for the proposed DMH EHR/EMR system were organized into several areas of functionality including Infrastructure with two-tier security levels, Practise Management for ERP and case-tracking and note-taking functionality, support for integration with clinical data systems, and computerized provider order entry (CPOE) for error-reduction in the point of service (POS) with healthcare clients. The DMH EHR project aims to bring vendors into a development phase that matches or promises to reach the interoperability of a service orientated architecture (SOA) framework.

**Responsibilities:**

* Conducted Joint Application Development (JAD) and interview sessions to elicit requirements from the users and subject matter experts.
* Identified/documented data sources and transformation rules required to populate and maintain data warehouse content.
* 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.
* Performed extensive data modelling to differentiate between the OLTP and Data Warehouse data models
* Failure or damages caused during installation or utilization of an EHR system has been feared as a threat in lawsuits.
* Developed the systems implementation project management plan with milestones and steps from procurement of vendors to project implementation and maintenance.
* Performed extensive Requirement Analysis including data analysis and gap analysis.
* Manage the vendor selection process via a formal RFP process
* Worked with the development team to ensure that they understand the functional specifications.
* Designed, authored, reviewed and revised Clinical Data Management Plans and Drug Safety Technical Reports are FDA 21 CFR Part 11 compliant
* TNA archive described by Ruotsalainen and Manning, other combinations of EHR systems and archive systems are possible.
* Involved in Software Development Life Cycle (SDLC) Requirement Analysis, Testing and Implementation.
* Developed application using Visual Basic. Wrote reports using Crystal Reports and MS Access.
* Assisted in monitoring ancillary data transactions and addressed problems with HL7 messages.
* Performed feasibility studies to make sure that goals are consistent with objectives.
* Involved in the formulation of Business Requirements Document (BRD) after all business requirements were defined clearly.
* This liability concern was of special concern for small EHR system makers.
* Created customized report using OLAP Tools such as Crystal Reports for business use.
* Collaborated with the QA team in designing test plans and test cases for the User Acceptance Testing.
* Worked closely with the QA team and Developers to resolve issues.

**Environment:** RUP, Windows 2000, MS Visio, ASP, C#.Net, JAVA/J2EE, Web application,SQL, PL/SQL, Oracle 8i, SQL server 2000, Agile, Requisite Pro, SDLC,Microsoft SharePoint 2003 Rational Rose and MS Office Suite.

**Department of Health and Human Services, State of Virginia, VA Jan 12 – Jul 13**

**Deployment Business Analyst**

Member of team that supports the financial portion of the claim payment System for the state of VA Medicaid program Facilitate meetings with state of VA Medicaid representatives to determine requirements for changes to the financial portion of the claim system that pays over $100 million dollars a week in Medicaid claims Also assisted the State in design and implementation of the SCHIP program and the revitalization of the statewide IV-A and Medicaid eligibility systems and the direct interface between these systems and the child support system.

**Responsibilities:**

* Responsible for defining the scope and implementing business rules of the project, gathering business requirements and documentation.
* Responsible for writing Functional Requirement Specifications (FRS) and User Requirement Specification (URS).
* Analyzed Business Requirements and segregated them into high level and low level Use Cases, Activity Diagrams / State Chart Diagrams using Rational Rose according to UML methodology thus defining the Data Process Models.
* Identify Member, Provider, Coverage, Medicare, and Medicaid.
* Involved in Service Oriented Architecture (SOA) of the claims processing system
* Understand the As Is system and develop the To Be system concept and also prepare the System Process Maps.
* Performed extensive requirement analysis including Data analysis and Gap analysis.
* Defined Functional Test Cases, documented, Executed test script in Facets system.
* 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.
* Conducted presentations of the Q/A test results with analysis to the stakeholders and users and documented modifications and requirements.
* Coordinating and Developing QA activities.
* Lead multiple project teams of technical professionals through all phases of the SDLC using technologies including Oracle, Erwin, Data Stage, Data Warehousing, Websphere and Cognos.
* Assigned tasks among development team monitored and tracked progress of project following Agile methodology.
* Created Process Flow diagrams, Use Case Diagrams, Class Diagrams and Interaction Diagrams using Microsoft Visio and Rational Rose.
* Used Test Case distribution and development reports to track the progress of test case planning, implementation and execution results.
* Involved in compatibility testing with other software programs, hardware, Operating systems and network environments.

**Environment:** Requisite Pro, Rational Rose, Agile, HL7Interfaces, PL/SQL, HTML, MS Office, MS Visio, MS Share Point, EDI, Rational Clear Quest, Rational Clear Case, SDLC, UML,RUP, Microsoft Excel, Microsoft Word, Microsoft Power Point, Visio.

**Molina HealthCare, Boise, ID May 10 – Dec 11**

**Business Analyst**

Idaho Base MMIS project is to provide the Base component of the MMIS, which receives and processes prior authorizations, referrals, claims, and remittance advices for medical and dental services. The project also manages provider enrolment for all Idaho Medicaid providers along with Idaho Medicaid Member. This includes the files and data conversion and migration of all application functionality from the legacy MMIS system to the client-server application (Health PAS system).

**Responsibilities:**

* Gathered requirements from Business Managers, Supervisors, stakeholders, Data Governance Team and the subject matter experts through meetings to understand needs of the system.
* Wrote HLR (High Level Requirements), DBR (Detail Business Requirements), and Test Scenarios, Test Cases for the functional and non-functional aspects of both Web Application and Reporting jobs.
* Reviewed DBR with other technical team members in order to develop report.
* Did final testing/validation for data of reports developed by Vendor using Win SQL.
* Intensively involved in project testing efforts by doing Integration Testing, Regression Testing and by helping UAT team in User Acceptance Testing.
* Reviewed vendor solutions designs and assist in coordinating testing between vendor and client for product enhancements.

**Environment:** MS Access, Mainframe, SQL, Business Object, Share Point, Data Stage, SAS,UNIX, Windows XP, QNXT, .NET,  MS office, PowerPoint, Word, Excel.