**Mahendra Soni**

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**Summary**

* Over 7+years of IT and Management experience in Software Development Life Cycle (SDLC) and Project Life Cycle working as Systems Analyst mainly in Healthcare sector.
  + Well Familiar with current industry standards, such as **HIPAA**, SOX, ISO, Six Sigma, and Capability Maturity Model (CMM).
  + Strong experience of working with Medicare and Medicaid **insurance** data, Medicare parts A, B, C & D, and **InsuranceClaims**.
  + Expertise in EDI and **HIPAA** Testing Privacy with multiple transactions exposure such as 837 for submitting **claims**, 835 for payments, 834 for benefit enrollment, and 820 for premium payments to **insurance** products, 270, 271 for healthcare benefits and eligibility, 276, 277 for **claims** status and 278 for transmitting health care service information.
* Experience with health care Systems: QNXT, Medicare Part A, B, C, D, Medicaid and BDS (Business Distributor System).
* Experienced in data warehouses and data marts for business intelligence reporting and data mining along with developing and documenting process flows for business processes.
  + Strong knowledge of software development life cycle (SDLC), waterfall, Agile/Scrum,

and RUP (Rational Unified Process).

* Experienced in implementing and improving upon IT processes and maintaining SharePoint sites.
* Expertise in Tuning the TSQL queries using Performance Tools like Query Analyzer, Execution plan, SQL Profiler
* Well versed with ICD9, CPT, HIPPA, **claim** adjustments, **claim** processing **claim** review, identifying **claims** processing problems, their source and providing alternative solutions.
  + Experience in working with Microsoft Office suite (word, excel, Access, Visio, Power Point and Outlook) for documentation, analysis and presentation.
  + Strong in writing SQL queries and reporting the results to the business team.
  + Used **Microsoft Visio** forBusiness Process Modelling and **Data flow diagrams.**
  + Extensive knowledge of Medical Management Information Systems (MMIS), and National Provider Identification (NPI).
  + Extensive experience in gathering Business and Functional Requirements, Business Scope & Vision Document, developing Business Requirement document, Functional specification document, communication plan, Use Cases, conducting Gap Analysis and Risk Analysis.
  + Worked with Software Development Life Cycle (SDLC) including Feasibility Study/Gathering Requirements, Analysis, Design, Development, Testing, User Acceptance Testing (UAT), Implementation and Post-Implementation Validation.
  + Performed data validation using **SQL** Scripts for various business scenarios.
  + Sound knowledge of Data Modeling and Data Mapping.
  + Highly creative and illustrated positive and productive team environments with integrative thinking skills which was used to problem solving and making sound decisions.
  + Good experience with Rational Rose, Rational Requite Pro, Rational ClearQuest, Rational Clear Case, MS Project, MS Visio
  + Excellent meetings facilitator with excellent inter-personal and conflict resolving skills.
  + Proven success as a business analyst through the years, providing a well-balanced understanding of business relationships, business requirements, and technical solutions.

**TECHNICAL SKILLS**

**Operating Systems:**Linux, HP UNIX, Sun Solaris, and Windows 2000/XP/Vista

**MS Office Tools:** MS Word, MS Excel, MS Access, MS PowerPoint 2003/07, MS SharePoint

**Languages:** C, C++, **SQL**, PL/**SQL**, JAVA, .Net.

**Packages:** MS Office, MS Visio, MS Project

**Tools:** Clear case, Clear Quest, Rational Rose, Requisite Pro, HP Quality Center

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

**Methodologies:** Rapid Action Development (RAD), Joint Application Development (JAD),

Rational Unified Process (RUP), Unified Modeling Language (UML), System Development

Life Cycle (SDLC), Waterfall Model, Visual Source Safe.

**Reprting Tool:-**Crystal Reports,SSRS, Cognos and others.

**Business Documentation Skills:** Documented Business Requirement, Use Case Specifications,

Functional and Non**-**functional Specification, System Requirement Specification, UML

Diagrams (Use case, Class and Sequence), Traceability Matrix, Project Estimate, Change-

Version Control, Training and User Manuals, Master Test Plan Review (Integration, Systemand

Acceptance).

**WORK EXPERIENCE**

**Dept of Health & Human Services,State of Maine, ME**

**Sep 2012 - Present**

**Sr. Business Analyst**

The Dept of Health and Human services is responsible for health policy and management of the State's publicly funded health systems. These programs include Medicaid health coverage for those with limited income, mental health service etc. MIHMS (Maine Integrated Health Management solution)/ MeCMSis replacement of legacy MMIS System to web based MMIS.   
**Responsibilities:**

* Developed Test Cases bases on Requirement Specifications and Design Documents.
* Responsible for modification and executing of the Test Scripts.
* Involved in testing QNXT Member, Provider, Claims Processing, Utilization Management, Accumulators, Contracts and Benefits.
* Involved in manual claims Adjudication process.
* Involved in Adding Contracts to the Provider in QNXT and associating Providers in Portal while creating claims.
* Authored, maintained and published technical and business documents on SharePoint.
* Managed SharePoint to maintain up to date changes to any artifact, version controlling and controlling duplication of effort
* Involved in understanding **the reporting requirements and re-engineering the existing regulatory reporting** process throughconsolidating regional databases into a global database
* Performed in-depth testing of the service development system by documenting requirements and specifications for a world-wide deployment of SharePoint personal sites, workgroup portals and shared data repositories.
* Involved in processing Claims, EE, and CM Subsystem as part of UAT.
* Involved in Functional, Integration, and Regression testing of the application.
* Processed Medical claims and applied edits to the claims for testing purposes
* Worked in Processing QNXT 837 Healthcare Claims (Institutional and Professional) in PORTAL with valid TPI.
* Worked in utilization management module for to create and test PA.
* Involved in uploading and processing of EDI 278, 276 claims in Portal.
* Prepared sample EDI test sets for files like 276/77, 278,837 and followed HIPAA implementation guide in preparing them.
* Involved in Test Planning,Test Preparation, Test Execution, Issue Resolution and **Report Generation to assure that all aspects of a Project are in Compliance with the Business Requirements.**
* Coordinated with offshore people and updated the tasks to manager.
* Implemented shell SharePoint sites for various IT groups and provided training on how to use and update them with any information they wanted to publish there.
* Worked with stakeholders in UAT environment to ensure Business requirements are tested properly
* Logged defects in Clear quest and worked with the developers to resolve any issues.
* Conducted Regression Test for the fixes of the application
* Tested the claims and various Interfaces in QNXT.
* Used RMT for running the tasks like uploading, modifying, executing and taking logs accordingly
* Updated **status report on weekly Basis and submitted to the team prior to weekly meeting**
* Participated actively in conference calls, project meetings and delivered input.

**Environment:** QNXT**,** ASP.NET, VB.NET, DB2, Oracle, SQL, UNIX, Windows95/98/NT/2000/XP, Clear Quest, RMT.

**Western Newyork Dental Group, Buffalo, NY**

**Jan 2011- Sep 2012**

**Sr.Business Analyst**

This project dealt with developing and implementing new web based system at the dental hospital and integrating it with the stand alone medical information system at the hospital. The project was about developing new application so as to comply with HIPPA 5010 and EDI 837 with ICD-10 codes. Also, it involved dealing with the billing and registration system.

**Responsibilities:**

* Worked on changes for **HIPAA** Transaction and proposed changes to be made in the current system for an easy transition from version 4010 to 5010.
* Conducted Joint Application Development (JAD) process with Stakeholders to analyze deliverables and system constraints.
* Responsible for the full **HIPAA** compliance lifecycle from gap analysis, mapping, implementation and testing for processing of Medicare/Medicaid **Claims**.
* Assisted the IT team to develop service oriented architecture (SOA), and data warehouse system to utilize data mining for data analysis.
* Setup, implement and maintain the internal SharePoint site for our Service Management department, our Knowledge Base repository, and any related departmental websites under the Service Management department scope
* Wrote documents for reporting for entire project.
* Involved in testing Membership enrollment in QNXT
* Designed and developed Use Cases, Use Case Diagram, Activity Diagrams, Sequence Diagrams, **Data Flow Diagrams** using Object Oriented Design (OOD) concepts and UML using Rational Requisite Pro.
* Effectively implementation of the **System Development Life Cycle** SDLC, the **BABOK and RUP methodologies** from Initiation to Deployment.
* Comprehensively work with requirement gathering **for Enterprise reporting system using RequisitePro.**
* Transfer customer documentation into SharePoint document management infrastructure
* Reviewed the data model and **reporting requirements for Cognos Reports with the Data warehouse/ETL and Reporting team.**
* Performed Gap analysis for better understanding of transition from **HIPAA** 4010 to **HIPAA** 5010.
* Performed End to End testing for the member, provider and claims modules as per the MITAbusiness process
* Worked with (ACS) X12 5010 and (ASC) X12 4010A including the various Claims Transactions such as: 837 (submit medical claims), 835 (medical claim payments), 270 (benefit/eligibility inquiry), 271 (benefit/eligibility response), 276 (claim status request), 277 (claim status notification), 820 (premium payments), and 834 (enrollment).
* Reduced costs of labor by implementing QNXT.
* Created Use Cases diagram and Activity diagram to depict the interaction between the various actors and the system in Rational Rose for the Business Use Case and System Use Case.
* Documented the detailed business as well as technical requirements to upgrade the current system to 5010 transactions.
* Involved in designing future state processes for **HIPAA** 5010 transaction processing EDI’s 837,835, 270, and 271.
* Perform Gap Analysis of the processes to identify and validate requirements.
* Involved in testing QNXT Member, Provider, Claims Processing, and Utilization Management, Contracts, and Benefits modules.
* Setup and maintain the internal SharePoint site for our Service Management
* Develop Logical and Physical data models that capture current state/future state data elements and **data flows using Erwin.**
* Evaluated and analyzed EDI transaction sets 276/277 (Claim Status Request/Response), 270/271 (Eligibility Inquiry/Response), 837 (Claim Transaction) and 278 (Healthcare Service Review Information)
* Analyzed HIPAA 5010 related to 835, 837, 270, 271, 276 and 277 transactions (both inbound and outbound) and performed gap analysis between the 4010 and 5010.
* Worked with Source system Subject Matter Experts (SMEs) to ensure that the extracts are properly mapped. Used SQL for data mapping and querying.
* Tracked and maintained Stakeholder requested enhancements and changes using Requirement Traceability Matrix (RTM).
* Incorporated Rational Unified Process (RUP) and analyzed User Business Requirement Document (BRD), Technical Requirement Specification and Functional Requirement Specification (FRS) using Requisite Pro, Rational Rose and MS Visio.
* Involved in testing claims/Financial management in QNXT
* Completed a review of existing documentation for orders, **referrals and reports and compared it to the clinical details needed for HIPPA 5010.**
* Ensured that external/vendor files **or reporting files were accurate and duely sent on time.**
* Worked with technical experts to prepare test case scenarios for unit testing, integration testing, user acceptance testing and compliance testing.
* Streamlined the Restatement Financial Data Warehouse access review Process.
* Assisted with user testing of systems and maintained quality procedures and ensured appropriate documentation is in place.
* Integrated Requisite Pro with Rational Rose to provide all teams visibility and maintain tractability among requirements, use cases and change requests.

**Environment**:QNXT, **SQL** Server, .NET, Cognos, Windows XP, Rational Rose, Rational Requisite Pro, Clear Case, Clear Quest, UML, Rational Suite, Java, MS Visio, MS Project, MS Office (MS Word, MS Excel, MS PowerPoint), MS Access, XML

**Department ofHealth and Hospitals (DHH), State of Louisiana, Baton Rouge,LA**

**Jul 2008-Dec 2010**

**Sr. BusinessAnalyst**

**The Louisiana Medicaid Program** provides health services to low income individuals, has an annual budget of 7.2 billion dollars and provides services to more than 1 million recipients annually.  MMIS processes 51 million Medical **claims** annually for more than 30,000 Medicaid providers. The project was related to the **replacement** of 22 year old **Medicaid Management information System (MMIS).** It included technical and professional services related to analysis and assessment of the current MMIS and **EDI claims**, documentation of business and technical requirements, preparation of cost analysis and implementation of new MMIS automation system.

**Responsibilities:**

* Responsible for the full **HIPAA** compliance lifecycle from gap analysis, mapping, implementation and testing for Medicaid **Claims**.
* Coordinated with the stakeholders and project key personnel to gather functional and non-functional requirements during JAD sessions.
* Planned and documented procedures for data processing and prepared **data flow diagrams** for the application
* Studied the existing business process and created AS-IS workflow to illustrate the existing system.
* Assisting the project manager in creating the business case and project plan.
* Processed **Medical claims** and applied edits to the claims for testing purposes
* Interaction with underwriters to understand multiple data points. Prepared **data flow diagrams** using **MS Visio** for better clarity and to ensure **documented process.**
* Creating, Approving and Modifying PA in both Portal and QNXT.
* **Managed the development of a reporting capability of current and historical fund performance prices made available on restricted web sites for viewing by client customers.**
* Gathered requirements and modeled the data warehouse and the underlying transactional database
* Responsible for **MedicaidClaims** Resolution/Reimbursement for state health plans using MMIS.
* Served as a liaison between the internal and external business community (**Claims**, Billing, Membership, Capitation, Customer service, membership management, provider management, advanced Healthcare management, provider agreement management) and the project team.
* Actively analyzed current business processes (**Claims**, Recipient eligibility and enrollment etc.) and worked with management to improve and implement enterprise solutions to ensure compliance.
* Recorded requirements in the Requirement Traceability Matrix (RTM) defining each technical requirement in detail from areas like: main hardware, application software, networks, servers, internet and desktop configuration.
* Work with business representatives to understand data marts requirements and priorities and ensure that IT works is appropriately aligned.
* Analyzed the **QNXT** (claims engine) data and discussed with the Business team regarding the Requirement.
* Complete study of the in-house requirements for the data warehouse. Analyzed the DW project database requirements from the users in terms of the dimensions they want to measure and the facts for which the dimensions need to be analyzed.
* Defects and bug testing by using Rational Clear-Quest, Configuration management and Version control with Clear-Case.
* Responsible for creating business work flows and **processes and creating management reports based on the analysis.**
* Followed the UML based methods using Rational rose to create use cases, activity diagram, sequence diagram, collaboration diagram that include functional and non-functional specifications to hand off to development teams.
* Propose strategies to implement **HIPAA** 4010 in the new MMIS system & eventually move to **HIPAA** 5010.
* Actively involved in updating internal processes (submit **claims**, check eligibility), **updating data collection and data reporting.**

**Environment:**MS Project, ANSI X12- EDI, QNXT, XML, HTML, JAD, .Net, Rational Requisite Pro, MS Word,Sharepoint, Visio, **SQL**, MS Excel, Java, Mercury Quality Center.

**UniCare, Minneapolis, MN**

**Feb2007-Jun2008**

**Business Analyst**

UniCare is a national organization dedicated to the delivery of quality health care plans and products to its customers. The project involved the upgradation of the existing health **insurance** system whereby web-based application and a direct portal was setup to register **Insurance** Policies for prospective clients.

**Responsibilities:**

* Launched the business requirement collection approach based on the project scope and SDLC Methodology.
* Assisting all phases of the project in all phases to review project deliverables for completeness, quality and compliance.
* Workedon Electronic health record system as a web based application.
* Analyzed and synthesized results from Joint Application Development (JAD) session.
* Utilizing the Oracle 8i Database System, and involved developing extracts from an IDMS database, and loads to the Oracle data warehouse.
* Analyzed As-Is system and gathered user and business requirements through interviews, surveys and prototyping to create the process flows and designs for the To-Be system.
* Clarified client requirements, business needs and project objectives, via feedback sessions and client meetings, in collaboration with all stakeholders.
* Worked on broad range of technologies, including business process tools such as Microsoft Project, Primavera, Promoted, MS Excel, MS Access, MS Visio, technical assessment tools, MicroStrategyData Warehouse Data Modeling and Design
* Teamed up with both internal and external software development groups to provide functional requirements specifications in form of use cases, business process flows, **and prototypes and management reporting** requirements
* Performed extensive requirement analysis including data analysis, gap analysis,conducted business analysis, project assessment and feasibility determination.
* **Generated daily, weekly, and monthly reports using MS OFFICE Tools and submitted the reports to the Team Leads and Manager for status reporting and analytic purposes.**
* Understand and articulated business requirements from user interviews, and workshops and then convert requirements into technical specifications.
* Developed schemas for extraction, transaction, and loading (ETL) using Solonde Warehouse Workbench to expedite data integration between systems.
* Assigned work to team based on the client requirements.
* Functioned as the primary liaison between the business line, operations and the technical areas throughout the project cycle.
* Worked with User Interface (UI) team to **create report mockups from wire frames to ensure that functionalities** are captured and presented on the front end as per the BRD's
* Applied Unified Modeling Language (UML) methodology tools such as Rational Rose and MS Visio to design Use Cases and Business Process Flow diagrams.
* Developed BusinessRequirement document and Functional requirement document and maintained the Requirement Traceability Matrix (RTM).
* Designed and implemented basic **SQL** queries for QA Testing and **Report / Data Validation.**
* Developed test cases and scripts based on business requirements for the GUI, functional, User Acceptance& System Back-end testing.
* Worked closely with the architects, database administrators and technical team during Data Mapping and Data Integration.

**Environment:** Microsoft Office Suite, Rational Rose, Java, UML, .Net,**SQL** Server, Windows, Load Runner.