**Neelima Gajavilli**

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**858-859-1571**

**Sr. Business Analyst**

**SUMMARY**

* Over **6 years** of Business Analyst experience in **Health care.**
* 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 methodology.
* Good Knowledge of **Test Plan**, **Test Scripts and Test Cases** for **Functional, System, Integration, UAT, and Regression Testing based on the Design Document and User Requirement Document for the Functional, Security, and Performance Testing.**
* 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, **TR3s.**
* Experienced in performing **Business Process Reengineering**/**Gap Analysis** to check the compatibility of the existing system infrastructure with the new business requirements.
* Managed complex business initiatives to balance requirements for functionality, efficiency and quality.
* 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**.
* Experienced working in **Medicare** and **Medicaid** projects.
* Expertise with **ISO, Six Sigma, CMM** standards.
* 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.
* Expertise in handling issues and getting it solved in a quick and efficient manner.
* 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 in Rational Unified Process (**RUP**),Rational **Requisite Pro**,Rational **ClearQuest** & Microsoft Project.
* Experience using **Rational Rose**, and **MS Visio** for business process modeling and designing data flow diagrams.
* Exceptional Documentation Skills for writing **Use Cases** and **Functional Requirement Documents.**
* 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.**
* Conducted **JAD** Sessions to develop an architectural solution that the application meets the business requirements, resolve open issues, and change requests.
* Excellent written and verbal communication.
* Extensive expertise 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.
* **AREAS OF EXPERTISE**

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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:** | MS Office: Word, **Excel, Access**, Power point, **Project, Visio**, Front Office |
| **Industry Standards:** | HIPAA, SOX, ISO, Six Sigma, CMM. |

**PROFESSIONAL PROFILE**

**Colorado Department of Health and Care, CO July 2011 – Present**

**Business Analyst/Data Analyst**

As a Business Analyst in the State Department, 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 **Business** **Requirements** from all the stakeholders and interacting with the providers, managers, developers to develop the business Processes.
* Conducted **Risk Analysis and Impact analysis** whenever there is any change in the business requirement and continually updating the **business requirement document**.
* 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.
* 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.
* 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 IPAA 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.
* Identification of changes in the existing Minnesota Electronic Disease surveillance system (CEDSS) to adopt **ELR implementation through GAP analysis**.
* 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:** MS Project, Requirement Traceability Matrix (RTM), Rational Rose Test, JAD, RUP, MS Visio, Windows OS, MS Office, SharePoint, Server, Quality Center, SQL Sever.

**Coventry Healthcare, Roanoke, VA July 2010 – July 2011**

**Healthcare Business Analyst**

Coventry Health Care is a managed health care company. It operates health plans, insurance companies, network rental/managed care service companies, and worker’s compensation services companies. This project aimed at integrating elements of a patient’s health history, medication information, test results and treatment plans in an electronic format by creating electronic medical record (EMR).

Responsibilities:

* Coordinated with QA and user acceptance testing.
* Maintained a record of recommendations, communications, activities, and schedules to monitor the progress of project in real time using **MS Project.**
* Interacted with Subject Matter Experts (SME) and end users and established a business analysis around AGILE methodology.
* Intensively involved in project testing efforts by doing Integration Testing, Regression Testing and by helping UAT team in User Acceptance Testing.
* Effectively communicated user acceptance test (**UAT**) results between users and development team and provided recommendations for **Application change requests** (ACR).
* Dealt with **HIPAA 4010/HIPAA 5010** transactions.
* Documented various key elements of **HIPAA** compliance and made sure that they are understood by the development teams. Test cases written for the project were **HIPAA** complaint.
* Worked on Application Change Request(ACR) by Creating HLR, DBR for the ACR and working with developer to develop the functionality, and working with UAT team for testing within the time and budget
* Worked with **EDI Mercator** team for data mapping.
* Worked with Claims, enrollment, eligibility verification for members and providers, benefits setup, and backend payment cycle in Facets.
* Understood EMR capabilities, Created User manual, and provided one-on-one training to end users.
* Gathered requirements from Business Managers, Supervisors, stakeholders, Data Governance Team and the subject matter experts through meetings to understand needs of the system.
* Completed a Business and Technical Requirement Document (**BTRD**).
* Analyzed the laws and regulations (**HIPAA, HL7**) before implementing the electronic medical record software.
* Worked with **ITIL Lifecycle** in a team of professionals.
* Created a Traceability Matrix.
* Worked extensively in implementing EMR/EHR software and Medical billing.
* Developed current and ‘to be’ business processes and use case documents in compliance with HIPAA policies and procedures using **MS Visio**.
* Involved with project management team in developing project plan.
* Written **business flow and work flow diagrams** to develop software.
* Involved in **Black box testing** using decision testing and **use case** testing.
* Created Use case diagrams, Activity, Sequence and Collaboration diagrams using **UML.**
* Worked directly with quality resources to ensure testing activities are in line with the defined business requirements.
* Defined **Quality Assurance** Checklist using Oracle Service Contract.

Environment: Agile methodology, MS Visio, MS Project, UML, Microsoft Office, Microsoft Share

**Health First, New York, NY June 2009-July2010   
Business Analyst**

Healthfirst is a not-for-profit managed care organization, sponsored by some of the most prestigious and nationally recognized hospitals and medical centers in New York. Healthfirst’s mission is to provide high-quality health care coverage to individuals and families in our New York service areas through a variety of government-sponsored health insurance programs, including New York State's Child Health Plus, Family Health Plus, Medicaid, and Medicare Advantage.

**Project Description:** IT division of Healthfirst 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** and **Use Cases** for MACD quotes and Orders using MS Visio.
* Documented business requirements, and communicated these requirements with the development team for design and implementation of business solutions.
* 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.
* 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, Windows.**

**Viva Health, Birmingham AL Aug 2007- Jun 2009**

**Business Analyst**

Viva Health, In provides managed care services targeted to government-sponsored health care programs, focusing on Medicaid and Medicare. Viva health offers a variety of health plans for families; children; and the aged, and disabled; as well as prescription drug plans.

**Project Description:** Viva Health Inc. provides managed care services for academic-sponsored healthcare programs in Alabama. The company offers Medicaid and Medicare plans, including health plans for families, children, aged, , and disabled, as well as prescription drug plans.The project was all about to develop a software that check if the person is eligible or not, processing Medicaid request forms, Medicaid claims, check if funds available and also help staff into looking each costumers data to check eligibility of costumer for the Medicaid and help them best as possible.

**Responsibilities:**

* Gathered Business **Requirements**. Interacted with the Users, Designers and Developers, Project Manager to get a better understanding of the Business Processes.
* Responsible for the full **HIPAA** compliance lifecycle from **Gap Analysis,** mapping, implementation and testing for TennCare processing of **Medicaid** Claims.
* Responsible for gap analysis in changing old **MMIS** and Involved in testing new **MMIS**.
* Developed gap analysis document, logical and physical design and remediation plan for State.
* Responsible for mapping documents, creation of test plan, test scenarios, test cases for unit, system and system integration testing.
* Built and customized **SoDA** for Word templates and extract information from information sources such as **Requisite Pro** and **Rose**, and created a highly automated system for handling approvals, exceptions and priorities.
* Used the **Rational Unified Process** (**RUP)** to build the different phases of Software development life cycle
* Created Project management plans for managing on time delivery using **MS Project.**

**Environment: RUP, UML, MS-Project, MS Visio, Java, MS Office, Windows XP.**