UnitedHealth Group, Baltimore, MD

   I am currently working at **UnitedHealth Group** located in Silver Spring, MD. UnitedHealth Group is an integrated managed health care organization. It is the largest health care insurer in the Mid-Atlantic region, having almost 3.4 million members. UnitedHealth Group offers online tools and services that provide helpful information to help customer make important choices for them and their families. HealthConnect is UnitedHealth Group's comprehensive health information system. It securely connects 3.4 million people to their health care teams, their personal information, and the latest medical knowledge, leveraging the integrated approaches to health care available only at UnitedHealth Group.

   The project is web based and I was involved in the new functionality implemented in UnitedHealth Group application. It is about self-scheduling intended for UnitedHealth Group members to schedule their own appointment online with their Primary Care Physician (PCP), which allows UnitedHealth Group members to schedule their appointment, view the upcoming appointment, reschedule the appointment or delete the appointment online, users will be also notified about their appointment via email.

   [We have initiated some tasks in all test environments to test the new schedule feature:

- ○ *Executed the workflow of scheduling a Primary care physician appointment in UNITEDHEALTH GROUP.org test environment for the test member and verified that the appointment is created in UNITEDHEALTH GROUP Healthconnect (Main Interface) on that member's record.*
- ○ *Scheduled another appointment from UNITEDHEALTH GROUP Healthconnect schedule and verified that the appointment is displaying in member's future appointment list in UNITEDHEALTH GROUP.org.*
- ○ *Cancelled a scheduled appointment from UNITEDHEALTH GROUP.org and verified that the members record is updated as well in UNITEDHEALTH GROUP Healthconnect.*
- ○ *Ordered a lab associated with the appointment and sent it to the lab system (Missys) from UNITEDHEALTH GROUP Healthconnect and verified that MisSys system received the order.*
- ○ *Check the result of the lab order in Missys and verified that the result status in Healthconnect for that order is updated as "Complete" and result detail is also available.*
- ○ *Verified that the same result is also available for members to see at UNITEDHEALTH GROUP.org.*
- ○ *Ordered a medication from UNITEDHEALTH GROUP healthconnect for the same appointment and verifed that MCPS (Pharmacy System) received the order.*
- ○ *Filled the medication request from MCPS (pharmacy system) and sent it to UNITEDHEALTH GROUP Healthconnect and verified that medication order result is updated in patient's chart in Healthconnect.*
- ○ *Queried the relational database (Clarity?) next day after the ETL (Extract, transform and Load) process captures all data from Chronicles database to Clarity database in order to see all the information entered for the test member is populated in the correct tables.*
- ○ *Checked functioning of other application connected to Healthconnect that is impacted by the new feature/module.]*

I was appointed for 12 months as the project was designed accordingly. After deployment, the management decided to continue the team for maintenance purpose. We are following agile methodology to this project. As a tester my activity includes the design, development and execution of test plans, test cases, test procedures and new business models of the application. I prepared test efforts estimation, test plan, test cases, test results report, defect report, defect tracking and test case execution. I used ALM and UFT along with SQL for fetching the required data from UnitedHealth Group database. Some tests I did are Functionality Testing, Usability Testing, Navigation Testing, Configuration and Compatibility testing, Reliability and Availability Testing, Performance Testing, Load and Stress Testing, Security Testing, etc. We are now 4 members in testing team along with other members of the project. Our test lead assigned tasks according to the workload.