

ANTHONY D. SHIELDS

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SUMMARY

- Qualified Business Analyst with 15+ years in the healthcare arena
- 10+ years in the Medicare and Medicaid Industry
- Experience in requirement analysis, participating in Business reviews and working sessions to understand the requirement and system design.
- Strong knowledge of software development lifecycle methodologies like Agile and Waterfall.
- Experience in Agile Methodology and updating user stories in Rally
- Involved in sprint planning and daily scrum standup meeting, as well as sprint retrospect meetings
- Proven ability to identify problems, analyze requirements and develop solutions
- Effective communication skills, written and oral with the ability to communicate appropriately in business and technical situations at all levels.
- Knowledge of Healthcare Systems and Applications, Systems Analysis and Project Management Tools and Techniques
- Experience with databases like Toad for Data Analysis, Hadoop, Looker.
- Experience using MMIS for Transactions Codes ,834, 835, 837/P, 276/277,270/271
- Assisted and maintained Sarbanes-Oxley (SOX) Quarterly Audits
- EDI Daily reconciliation for paper and electronic claims for daily and quarterly review
- Knowledge of Member Enrollment, Provider Information Management, Claims Processing, and Call Center
- Comprehensive knowledge and experience of ANSI 837v 5010, 4010A1Claims and 837 v 5010, 4010A1
- Ability to manage Stakeholder meetings to help Stakeholders define and articulate business requirements
- Provides leadership to contribute significantly as a team player as well as work independently.

SKILL SETS

Information Technology Skills

Project Methodologies	Waterfall , Agile
Business analysis techniques	BRD, , Use case, Change request analysis, System Test Planning, System Testing ,UAT/SIT, Proposal Writing, Development/QA/Production Implementation ,Claims, Member ,Enrollment,Provider,HIPAA,ICD-10,EDI,AVRS,SOX,Rally
Software	NexGen (Pega) ,AMISYS,Facets,Faciledi,Macess,ICD-10 Discovery tool, SharePoint, IBM Rational modeler/Rational Clearquest, MS Visio, MS-Office, MS Excel, MS Power Point, software tools, MS Project, Balsamic wire framing tool, MMIS Web Portal, Compass, Tableau, OneGuide, Medical Management, Service Now
Technologies	Tidal, Jira , Toad, SQL, IT Testing, MMIS Web Portal (SIT/UAT),Looker, Hadoop ,ARC

PROFESSIONAL DEVELOPMENT / CERTIFICATIONS / COURSES/ AWARDS

Year	Training Program	Training Source
2016	Digital 101 certifications	Cognizant
2014	Ambassador Teamwork Award	S2Tech
2013	HIPAA Training	S2Tech
2011	5010 refresher courses	GE
2011	BAR Boot camp	GE

PROJECT DETAILS

Cognizant Technology Solutions
Cigna, Inc.
Information Management Analytics & Reporting

JAN 2016-Present

Position: Business Systems Analyst over new projects gathering and entering requirements / documentation followed by development /Quality Assurance Test Management implementation into Production within One Guide and CHE Operational Dashboard Portal.

Responsibilities:

- Document and manage support structure-apply broad knowledge and work independently to code, test, debug, document, implement, and maintain OneGuide and CHE Operational Dashboards.
- Provide production Support for One Guide and Operational Dashboards
- Responsible for interaction with business stakeholders, gathering requirements and managing the delivery.
- Obtains approvals of projects by reviewing documents and Demo of system changes with Business Stakeholders and project managers.
- Perform IT Testing, defect tracking and defect resolution management and communicate defect issues to the development/QA team within One Guide and CHE Operational Dashboards.
- Ability to work with technical resources (Development) to support technical software implementation of requirements while involved with user acceptance testing (UAT).
- Developed system test plan specifying an overview of testing approach, testing strategy, roles, responsibilities and its scope within OneGuide and CHE operational Dashboards.
- Analyzed Business and user requirements attended meetings for changes in the application requirements and documents within OneGuide and CHE Operational Dashboards.
- Perform IT Testing, defect tracking and defect resolution within creation of dashboard reports within Looker (ARC)
- Creation of One Guide Training Document with use of PowerPoint
- Creation of OneGuide POC Metric Definitions guide with use of Excel
- Performed production testing, which ensures the new system will perform correctly in production environment and interface correctly with other production systems.

Technical Skills Used: Requirements Gathering, OneGuide, CHE, SharePoint, Service Now, IT Testing (Development/QA), Documentation, Presentation skills, Communication skills, Deadline Oriented, Looker, Toad for Data Analysts, Hadoop(Hue) ,Tableau ,Agile ,PowerPoint, Excel

Cognizant Technology Solutions
Anthem, Inc.
Government Business Division
Position: IT Business Analyst

MAY 2015- Dec 2016

Business Analyst over new projects Gathering and entering requirements / documentation followed by development /Quality Assurance Test Management implementation into Production within NexGen Pega System.

Responsibilities:

- Document and manage support structure debug
- Document, implement and maintain software applications
- Provide production Support of all user Medicaid/Medicare issues and concerns within NexGen (Pega)
- Collaborate with Management, Project Leads and Project Managers on Requirement gathering and reporting
- Obtains approvals of projects by reviewing documents and Demo of system changes with key providers and project managers.
- Perform IT Testing, defect tracking and defect resolution management and communicate defect issues to the development/QA team within NexGen
- Ability to work with technical resources to support technical software implementation of requirements.
- Developed system test plan and performed testing of software upgrades within NexGen
- Analyzed Business needs, evaluated software releases and new products within NexGen

Technical Skills Used: Requirements Gathering, NexGen, Facets, SharePoint, Jira, IT Testing (Development/QA), Documentation, Presentation skills, Communication skills, Deadline Oriented, Medicare, and Medicaid, Compass

Pinpoint IT Services, Virginia

Anthem, Inc.
Government Business Division
Position: Technical Business Analyst

September 2014-May2015

Project Management over new projects Gathering and entering requirements/documentation followed by Development/Quality Assurance Test Management, and implementation into production oversight.

Responsibilities:

- Develop process diagrams
- Develop data flow diagrams
- Document functional business processes
- Document and manage support structure-apply broad knowledge and work independently to code, test, debug, document, implement, and maintain software application
- Perform data extraction using SQL/ETL tools
- Implementation of projects with National Vendors

Technical Skills Used: FACETS, EDI (Healthcare related; 834 form), EMC Document Sciences xPression-Document Management/Letter Generation Software, JIRA, TOAD, Ultra-Edit, Requirements Gathering, Tidal, SharePoint, Confluence, Medicare, Medicaid

**S2Tech, Mississippi
Xerox, Inc.**

December 2013-September

2014

MS Medicaid Enterprise Solution Project

Position: Business Analyst Proposal Writer

Prepares proposals by determining concept, gathering and formatting information, writing drafts, and obtaining approvals.

Responsibilities:

- Determines proposal concept by identifying and clarifying opportunities and needs, studying request for Proposal, and attending strategy meetings.
- Develops Proposal by assembling information including project nature, objectives, writing and editing drafts.
- Maintains Quality results by using templates, following proposal writing- standards including readability, consistency and tone.
- Meets proposal deadline by establishing priorities and target dates for information gathering, writing, review, and approval; entering and monitoring tracking data; coordinating requirements with contributors; contributing proposal status information to review meetings; transmitting proposals.
- Gathers proposal information by identifying sources of information; coordinating submissions and collections; identifying and communicating risks associated with proposals.
- Obtains approvals by reviewing proposal with key providers and project managers.
- Improves proposal-writing results by evaluating and re-designing processes, approach, coordination, and boilerplate; implementing changes.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Technical Skills Used: Written Communication, Problem Solving, Market Knowledge, Deadline-Oriented, Presentation Skills, Technical Documentation, Strategic Planning

**S2Tech, North Dakota
Xerox ,Inc.**

January 2013-

December2013

Implementation, UAT

Position: Business Analyst (Subject Matter Expert)

Business Analysis and Quality Assurance project with emphasis on Functional requirements and design specifications for new applications along with enhancements to existing applications. Renders support to Project Lead throughout the project lifecycle including development of project scope and Coordination of User Acceptance Testing and System Integration Testing for EDI and AVRS.

Responsibilities:

- Participate in Quality Assurance efforts during each phase of the software development life cycle and ensure their effective implementation
- Responsible for implementation of QA testing processes on assigned projects following ITD methodologies and standards
- Create QA project documentation and deliverables including test design specifications, test cases and automated test scripts
- Develop and execute functional regression and system test cases
- Test integration points between internal and external systems
- Execute test cases manually or with test automation tools
- Collaborate with QA Analyst, Project Leads and Project Managers on metric gathering and reporting

- Perform defect tracking and defect resolution management and communicate defect issues to the development team
- Ability to work with technical resources to support technical software implementation of requirements.
- Plan coordinate and supervise testing team's excellent verbal, writing and interpersonal skills.

Technical Skills Used: Problem-Solving, Deadline-oriented, Quality Assurance, Testing (Manual and Automated), Defect Management, Traceability Matrix, EDI (820,834,835,837,270,271,276,277,278) and Automated Voice Response System (AVRS)

SENTARA Medical Group, Norfolk, VA
2012

June 2011 - November

Position: Business Applications System Analyst

Identified required information fields and updates, created claim edits and claim logic within EDI 5010 guidelines with use of XML. Successful system tests performed within IDX Data dictionary with use of SQL.

Responsibilities:

- Created and coordinated workflows, implemented and planned project around application release
- Supported software applications, through maintenance of tables/files to support business operations
- Developed system test plan and performed testing of software upgrades
- Successfully met the 5010 2012 compliance date by assisting in transitioning all 837 files to 5010
- Responsible for testing IDX functionality to contribute to a successful GE Centricity Business upgrade from 4.3 to 5.0
- Responsible for technology and business process feasibility studies of replacement software or new acquisitions to include development of cost/benefit analysis
- Developed system test plans and performed testing of software upgrades and patches
- Analyzed customer needs, evaluated software releases and new products
- Identified required information fields and developed data dictionary
- Performed system tests in Bar Data Dictionary for transformation of ICD-9 to ICD-10 with use of ICD-10 Discovery tool

Technical Skills Used: HIPAA 5010, EDI 837, 270, 271, ICD-9/10

Healthcare Consultant, MVP Healthcare/ HP / BCBS of Massachusetts
Jan 2011

Feb 2009 -

Position: Business Analyst/ 5010 Business Tester

Business Analysis project which required identification of requirements for EDI 5010. Performed Analysis for various claim systems for UAT testing.

Responsibilities:

- Evaluated and performed User Acceptance testing within the Facets ITS3 environment for PCS EDI, hospital and Medical claims
- Evaluated and performed User Acceptance testing for GTESS within PCS Simulation for EDI, Hospital and Medical claims and within Facets & Macess for Rejected QA Scenarios
- Performed claim Defect testing and Re-testing for EDI, Hospital and Medical claims within Facets and PCS Environments
- Gathered and defined the requirements with the Business and Subject Matter Expert
- Produced the Requirements Functional Document with use of Use Cases
- Detailed the Functional specifications across the respective requirements
- Performed System Integration Analysis of the production system for Metavance Billing and Banking for FM 140,141,142, 260 & 270
- Performed Gap and Risk Analysis for Cigna Systems IBOR, HBOR, XCCR, ACCR
- Produced the Requirements Traceability Matrix
- Gathered requirements across work streams through testing and use of Use Cases
- Created the Functional Specifications Document which detailed the functional specifications across the respective requirements with use of Use Cases
- Performed the configuration and systems analysis of the production system utilizing Visio for the implementation of EDI 5010 (835, 837)

- Performed the risk analysis of the HIPAA Security and Compliance Audit utilizing lifecycle principles and methodologies for the implementation of 5010

Technical Skills Used: Facets, Claims, EDI 835, 837, Use Cases, Metavance Billing, HIPAA 5010

Amerigroup Corporation, Virginia Beach, Virginia

Dec 1999 - Jun 2008

Position: EDI & Business Systems Coordination II (Medicaid/Medicare)

EDI Coordinator provided technical support for providers submitting claims electronically with use of Facets, Faciledi and Macess. Evaluated and performed system testing for EDI transaction codes.

Responsibilities:

- Worked on Service Payment rules per market specifics (HIPAA Implementation)
- Worked on Facets-Amisys Claims/ with use of Data module in XML
- Worked on mapping of Contracts/ Product Variable Setup (x12 Transaction Readers)
- Provided technical support for providers submitting claims electronically with use of Faciledi and Macess
- Acted as lead liaison and advocate between the technical staff, trading partners, third party vendors and business users
- Maintained Macess EXP process work flow and EDI database from claim processing platform
- Reviewed reports and output files generated to ensure data integrity with use of Paper Free EDI Software (XML)
- Evaluated and performed testing for Transactions (834, 835, 837/p, 276/277) for moderate to complex modified programs, clinical applications and operating systems
- Familiar and experienced with mainframe development environments
- Incorporated EDI and Amisys logic for HCFA and UB procedure codes
- Performed Service Procedure and Service Revenue Code Mapping in Relation to Transaction codes 835/837p and ANSI 276/277
- Maintained pending claims and processing reports for Facets XC below 10% on daily basis
- Experienced with process flow diagrams, with use of WEB-based development environments
- HIPAA Security and Compliance Audits (SOX) for Daily and Quarterly Reconciliation

Technical Skills Used: Medicaid, Medicare, HIPAA, XML, X12, Faciledi, Macess, EDI 834, 835, 837, 276, 277, SQL, Mainframe, HCFA, UB, Facets, SOX

Amerigroup Corporation, Virginia Beach, Virginia

Jan 1999 - Dec 1999

Position: Claim Analyst I

Responsibilities:

- Processed inpatient and outpatient medical claims as well as electronic submissions within Amisys Processed correspondence and claim adjustments within Amisys
- Maintained statistical and financial quality scores in accordance with claims department and company guidelines

Technical Skills Used: Claims Analysis