

Tejal Patel
Project Manager / Business Analyst / Certified Scrum Master

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PROFESSIONAL SUMMARY

- More than 9 years of IT experience working as a Project Manager / Business Analyst/Scrum Master in the Healthcare industry with expertise in Healthcare Systems ITS
- Extensive experience working with government agencies, including managing projects for the Illinois Department of Children and Family Services (DCFS) and The Office of the Inspector General (OIG).
- Translated stakeholders' requirements into over 10 different tangible deliverables such as functional specifications, use cases, user stories, workflows/ process diagrams, data flow/ data model diagram.
- Managed Care plans HMO, PPO POS, Government Sponsored Programs Medicare, Medigap, MMIS, FEP SHBP Consumer Driven Health plans CDHP. Medicare Part A, B, C, D, and Medicaid systems
- Extensive experience in Unified Modelling Language diagrams (like Use Case, Activity, Sequence, data flow) and charts (like velocity, and burn-down charts) respectively using Rational Rose, TFS, JIRA, and MS Visio
- Widespread knowledge of EHR / EMRs Electronic Medical Records, HL7 and its Patient Protection and Affordable Care Act PPACA.
- Design Platforms for Commission Tracking encompassing DocuSign to allow investment paperwork to be generated from Salesforce to our investors in automated functionality.
- Familiar with HIPAA EDI transactions such as 835, 837 (P, D, I) 276, 277, 278, etc
- Experienced with Health Insurance Exchange (HIX), PPACA Patient Protection and Affordable Care Act, Plan Management, Eligibility and Enrollment process, SHOP Small Business Health Options Program as well as Financial Management
- Working knowledge of Health Insurance Programs (Medicaid, Medicare Part A, Part B, Part C, Part D) and Managed Care Programs (HMO, PPO, POS), with expertise in paper claim forms (CMS 1500, UB 04)
- Experience in EDI automated first-pass claim adjudication, requiring a thorough understanding of claim processing, both front and backend operations
- Proficient in all phases of Requirement Management; including gathering, analyzing, detailing, and tracking requirements using RTM or JIRA / TFS. Experienced in creating Business Requirements Documents (BRD), Functional Requirements Documents (FRD), and user stories
- Experience in creating Test Plans, Test Scenarios, and Test cases and documenting project processes and procedures
- Experienced and in-depth knowledge of all phases of System Development Life Cycle (SDLC) methodologies such as Waterfall, Agile-Scrum, and Waterfall-Scrum Hybrid
- Possess strong transferable skills that allow me to effectively apply my knowledge and expertise from one domain to another, ensuring adaptability and versatility in various professional settings.

TECHNICAL EXPERTISE

Methodologies:	Agile, Waterfall, Rational Unified Process (RUP), Agile-scrum
Business Modeling Tools:	MS Visio, Rational Rose, Axure, Balsamiq
Requirement Management Tools	TFS, Rational RequisitePro, Doors, MS Share point, HP ALM, HP QC
Project Management:	MS Project, Azure DevOps, JIRA, Rally
Business Applications:	MS Office Suite –MS Word, Excel, PowerPoint, MS Outlook
Testing Tools:	Software Application Testing Life Cycle, QTP, QC
Reporting Tools:	Business Objects, Tableau
Databases:	MY SQL, SQL Server, Oracle, MS Access,
Operating Systems:	Windows, LINUX/ UNIX
Domain Knowledge:	HIPAA, Claims Processing, EDI, HL7, HIX, EMR / HER, PPACA, FACETS, Medicaid, Medicare (Part A, B, C, and D), PPO, HMO, Dental claim, and POS

PROFESSIONAL EXPERIENCE

Illinois Dept of Children and Family Services

January 2023 to Present

Project Manager

The purpose of this project is to convert existing Microsoft Access databases, developed in older versions of Microsoft Access, to the latest version of Microsoft Access. The conversion process involves analyzing the existing databases, designing, and developing the new databases, converting the data from the old databases to the new databases, and testing the new databases to ensure they meet functional and performance requirements. The project's scope also included enhancing five of the Microsoft Access applications. I was accountable for managing the project team and lead requirement elicitation.

Responsibilities:

- Led a cross-functional team of 18 members in converting MS Access databases from .mdb to .accdb format, ensuring seamless data migration and system compatibility
- Successfully enhanced database applications, optimizing them for better data management and user interaction, resulting in increased efficiency and user satisfaction.
- Successfully managed multiple complex projects simultaneously, ensuring timely delivery and adherence to budget constraints.
- Created both business requirements documentation and process analysis workflows based on both current-state procedures and future-state needs.
- Utilize the Salesforce 1 App, Visual Force, Docusign, Marketo, Conga, Linkpoint 360, Salesforce A app, roles, profiles, security on record types, programs, reporting.
- Acted as Scrum Master, facilitating all Agile Scrum ceremonies including daily stand-ups, sprint planning, reviews, and retrospectives resulting in efficient delivery of project goals
- Developed and maintained detailed project timelines, ensuring all milestones and deadlines were met
- Applied an iterative sprint approach to manage the conversion of MS Access databases, breaking down the project into manageable sprints for efficient progress tracking and delivery.
- Coordinated with stakeholders to gather requirements, provide project updates, and manage expectations
- Monitored project progress, identifying and mitigating risks to keep the project on track and within budget
- Utilized project management tools to track tasks, progress, and resource allocation, ensuring optimal team performance.

- Design platforms for Commission Tracking and DocuSign that allow paperwork to be generated from Salesforce to our investors.
- Utilized iterative feedback loops with stakeholders to refine requirements and enhance database functionality incrementally.
- Helped Business Owners accomplish their Business Objects, needs, and wants by utilizing customer success in all five phases of project management.
- Conducted regular team meetings to address issues, provide support, and ensure alignment with project goals
- Delivered comprehensive project documentation, including status reports, risk assessments, and post-implementation reviews
- Utilized Jira and Agile practices to promote transparency, track progress, and maintain a steady project velocity across sprints.
- Maintained up-to-date awareness of changes in project priorities and communicated these effectively to the team.
- Provided regular project updates to senior management and executive-level clients, ensuring transparency and alignment with organizational goals
- Co-managed project budget with senior manager.

Illinois Dept of Children and Family Services

August 2022 to January 2023

Business analyst / Scrum Master

The Office of the Inspector General (OIG) investigates any irregularities, such as misconduct, misfeasance, malfeasance, and violations of rules, procedures, or laws by the Department of Children and Family Services employees, foster parents, services, and contractors within the department. The scope of the project was to replace their legacy system with D365 CRM.

Responsibilities:

- Conducted meetings and brainstorming sessions with end users and SMEs to gather requirements and meticulously documented them.
- Conducted CRM roadmap planning and managed data migration efforts from a legacy CRM system to Salesforce service cloud
- Utilized Balsamiq to create wireframes and mockups for the new CRM system.
- Prepared comprehensive system requirements documents, both high-level and detailed, for the application.
- Conducted design review sessions with end users and SMEs, using Balsamiq mockups to demonstrate proposed features and layouts.
- Worked with the technical team to define and prioritize customizations and configurations needed in CRM.
- Developed clear, concise, and detailed user stories
- Converted high-level requirements into detailed user stories for development pods to work on each sprint, ensuring that stories and features were iteratively incorporated into the product to enhance overall value.
- Designed sprint planning session template that the could use to implement the Salesforce feature releases before the planned target date.
- Salesforce Implementation, Data Uploads, Surveys to Customers, Marketing Campaigns, Linkpoint 360 Apps, DocuSign Apps, Pardot Apps.
- Collaborated with team members to design the salesforce cloud model, testing, and assisting in deployment.
- Actively participated in daily Stand-Up meetings and Sprint Planning sessions using Azure DevOps for tracking sprint tasks and progress.
- Collaborated with internal stakeholders to prioritize and monitor the application feature/issue backlog using Azure DevOps Boards.
- Design platforms for Commission Tracking and DocuSign that allow paperwork to be generated from Salesforce to our investors.

- Created and maintained user stories, as well as wrote acceptance criteria for project requirements.
- Collaborated with stakeholders to create workflow diagrams using MS Visio.
- Presentation of the advanced features of Business Objects to users and developers to enable them to develop queries and reports easily.
- Engaged in sprint planning/review meetings to identify tasks for each sprint and obtain team member acceptance/commitment for assigned tasks using Azure DevOps.
- Identified epics/stories for inclusion in each sprint, managing sprint and product backlogs using Azure DevOpsBoards.
- Analyzed existing data models and provided recommendations for enhancements.
- Assisted in developing and implementing reporting tools within CRM to provide transparency and accountability for OIG investigations using **Power BI** for creating interactive and dynamic reports and dashboards.
- Developed Requirements Traceability Matrix and Test cases to ensure desired functionalities were present.
- Identified integration points among new and existing applications and facilitated integration with other IT components.
- Provided valuable business suggestions and recommendations throughout the project lifecycle.
- Conducted extensive analysis on data migration and conversion.
- Clarified QA team issues and reviewed Test Plans and Scripts to ensure comprehensive coverage of requirements.
- Conducted Gap analysis to document enhancements required to meet end-state requirements.
- Analyzed data requirements for various site teams and ensured the availability of required data in testing environments.
- Worked directly with IT teams to facilitate clear communication on requirements and defect reports using Azure DevOps.
- Managed the testing of salesforce dashboards, Page layouts, Lightning page layouts during the QA & Deployment stage.
- Participated in Functional System Testing, Integration Testing, Regression Testing, and User Acceptance Testing using client-provided test cases and Azure DevOps Test Plans.
- Contributed to project status meetings, QA reviews, and system Test meetings using Azure DevOps Dashboards for reporting and tracking progress.
- Created training materials and documentation for end-users to facilitate a smooth transition to the new system.
- Trained the team members on creating and automating Salesforce reports, dashboards and data insights to make actionable decisions

Hackensack Meridian Health-Edison, NJ
Business Analyst

December 2019 to April 2022

The project aimed to upgrade Epic from an older version to a newer version to optimize system performance, enhance user experience, and ensure compliance with evolving healthcare regulations.

Responsibilities:

- Conducted thorough requirement analysis sessions with stakeholders to understand business needs and technical requirements.
- Developed detailed requirement specifications and functional requirements for the system upgrade.

- Produced Unified Modeling Language (UML) diagrams, including Activity Diagrams, Entity-relationship diagrams, and Use Case Diagrams.
- Developed and executed comprehensive data migration strategies utilizing EpicBridges.
- Ensured data integrity and accuracy during the migration process through rigorous testing and validation.
- Enhanced data analytics and reporting capabilities with new dashboards and visualization tools.
- Employed Agile Software Methodology within the Scrum framework, actively participating in user story creation, prioritization, and sprint delivery estimation using burn-up and burn-down charts.
- Created User Acceptance Testing (UAT) plans and test cases aligned with business requirements.
- Engaged in screenshot and prototype development for various online screens within the EHR project.
- Provided functional support for HR, Payroll, and MSS applications, including their interfaces.
- Played a pivotal role in Benefits Enrollment using the 834-transactioncode and participated in the Validation of HIPAA for various EDI transactions.
- Led the integration of WMS with barcode scanning technology, significantly improving real-time inventory tracking and reducing lost items.
- Managed Gitlab repositories and the JIRA bug tracking system, creating custom JIRA workflows.
- Ensured Data Quality and Integrity throughout the Project Lifecycle.
- Collaborated with the Product Owner and development team to prioritize user stories in the product backlog and resolve impediments.
- Gathered requirements for Health Insurance Exchange (HIX) and integrated changes into existing systems.
- Maintained continuous communication with teams to track requirements on Rally and defects using JIRA.
- Ensured compliance with HIPAA, HL7, and ANSI X12 format regulations for requirement creation, safeguarding privacy.
- Collaborated with Quality Assurance team to ensure thorough software testing and maintain quality procedures and documentation.

Oregon Department of Human Services, Salem, OR August 2017 to November 2019
Business Analyst

The Early Intervention System EIS, under the Division of health, implemented a statewide system of services for infants and toddlers, newborns to age three, with developmental delays or disabilities, and their families

Responsibilities:

- Conducted analysis to enhance functionality within the child behavioral health system, administered by contracted systems, to oversee care for child behavioral health services for Oregon's Division of Children, Youth, and Families.
- Conducted Gap Analysis of processes to validate requirements effectively.
- Collaborated with SMEs and business users to gain a deep understanding of the business mission, objectives, and processes.
- Contributed to healthcare system implementations, including enterprise Electronic Medical Records (EMR) and Electronic Health Records (EHR) software.
- Managed tasks related to member eligibility checks, provider enrollment, and Medicaid and Medicare claims.
- Participated in JAD sessions to assess business flows and evaluate potential impacts of EDI Transaction, Code set, and Identifier aspects of HIPAA.

- Developed business requirements and use cases for FACETS batch processes, automating billing entities and commission processes.
- Utilized ad-hoc analyses and Informatics to define customer category strategies and manage the ETL process and Business Objects.
- Conducted field-by-field mapping of interfaces between parent EMR systems and downstream systems.
- Performed Gap Analysis to compare actual and ideal states of SDLC processes.
- Independently managed medium/large-sized projects related to system infrastructure stability and maintainability using project management tools.
- Developed Requirements Traceability Matrix (RTM)
- Generated monthly and periodic status reports for Medicaid management.
- Utilized UML notations and methodology to develop models accurately representing process workflows and communicate them to stakeholders.
- Coordinated Regression Testing and developed test scenarios for User Acceptance Testing (UAT).

Genesis HealthCare-Kennett Square, PA Business System Analyst

January 2016 to July 2017

The scope of this project was data migration of Electronic Medical records from the existing on-premise data center to Amazon Redshift's Infrastructure as a Service (IaaS) model (HIPAA compliant). The objectives behind the migration were improving speed, agility and reducing the operational costs for server-based storage to enable the organization to build a more robust, scalable, secure, and compliant system

Responsibilities:

- Participated in JAD sessions to delineate business flows and assess the impact of EDI X12 Transaction codes and HIPAA identifiers on current or proposed systems.
- Utilized Edifecs for efficient gap analysis and automated migration between guideline versions.
- Developed role-based matrices and decision tables as needed according to project requirements.
- Managed HCM setup encompassing company information, departmental structures, salary grades, benefit programs, and payroll configurations.
- Spearheaded all aspects of the Scrum framework, overseeing product and release backlogs, sprint planning, daily scrum meetings, sprint reviews, and retrospectives.
- Collaborated with the testing team to test requested web services in JSON format using Apigee and validated HL7 messages via FHIR API using POSTMAN, documenting RESTful API and Streaming API with SWAGGER.
- Prepared UAT test plans and coordinated UAT activities with stakeholders and business users.
- Utilized Rally Agile management tool to capture user stories, maintain team metrics, and facilitate project administration tasks.
- Reviewed HIX Work track 12 reports against the Contract Reporting section, ensuring accuracy and compliance.
- Interpreted data to inform managerial decisions and strategies effectively.
- Streamlined data collection procedures and generated reports on a weekly, monthly, and quarterly basis.
- Collaborated with technical and business stakeholders to understand reporting and data requirements.
- Participated in daily scrums and all associated scrum activities, functioning as an agile coach throughout the project.
- Modified and translated HL7 message segments for proper transmission to EPIC.

- Analyzed technical and functional requirements for FHIR (HL7) conversions to X12 files and electronic payments.
- Validated and processed healthcare transactions across multiple channels and formats using Edifecs.
- Reviewed MMIS documents to grasp customer requirements accurately.
- Maintained dashboards, reports, visualizations, and alerts pertinent to business decisions.
- Prepared data analysis and documentation for business intelligence and data warehouse applications.
- Acted as a single point of contact between business users, development teams, and QA teams for requirements finalization.
- Devised strategies with the Quality Assurance group for implementing test scripts in HP Quality Center.
- Collaborated with SMEs on various subject areas including state reporting, Medicare, and RX eligibility.
- Tested HIPAA EDI transactions and verified data with Facets on different modules.
- Proficient in utilizing Rally for change control and bug tracking, including defect analysis and documentation.
- Created sample mappings for EDI x12 transaction code set conversions.
- Assisted clients in resolving billing issues for Medicare, Medicaid, and private insurance.
- Employed SQL queries to analyze data patterns to accommodate various business scenarios.

Group Health Coop., Seattle, WA
Business Analyst

October 2014 to December 2015

The focus was on utilizing multiple software systems to support the intake and processing of authorization requests, manage Case and Disease programs, provide robust reporting and decision support, and generally automate and facilitate the business processes. The authorization requests consume ICD 9 codes that need to be replaced by ICD 10 codes to meet the mandate date.

Responsibilities:

- Contributed to the development of an ICD 9 to ICD 10 crosswalk map, grouping thousands of codes and ranges across Clinical, Benefits, Financial, and medical policy domains.
- Facilitated working sessions to gather and document detailed and high-level business requirements for various business units impacted by ICD 10, including EDI Claims Intake, FACETS, Utilization Management, Case Management, and Provider Reimbursement/Provider Payment.
- Managed the risk adjustment process for Medicare Advantage plans during the RAPS to EDPS (Encounter Data Processing System) transition.
- Designed wireframes, screen mock-ups, and Graphical User Interfaces (GUI) for the client's worker portal.
- Prepared use cases and data flow diagrams in Rational Jazz, MS Visio, and MS Word to analyze the impact of ICD 10 diagnosis codes across different systems and applications.
- Liaised with Subject Matter Experts (SMEs) to collect and finalize system and business process requirements for incorporating changes into the existing Medicaid Management Information System (MMIS).
- Developed and maintained the requirements traceability matrix (RTM) throughout the project lifecycle.
- Worked with Pharmacy Benefit Managers (PBMs) to monitor prescription safety across multiple pharmacy networks, reviewed formularies, and facilitated pharmacy claims processing and reconciliation.

- Coordinated with Business Project Teams, Business owners, Application Vendors, Payers, and Clearinghouses to ensure processes were executed at a level of compliance with 5010 standards, mitigating any impact on current revenue flow.
- Conducted Accounts Receivable Data entry, with specific involvement in Cash Posting, and closely interacted with the Revenue Cycle Management team.
- Managed 837 I/P transaction codes for healthcare claims and participated in the validation of HIPAA for various EDI transactions including 270/271 (healthcare benefits and eligibility), 276/277 (Claims Status), 835 (Payment/Remittance advice), and 834 (Benefits Enrollment).
- Designed and developed a Business Rules document outlining Claim Components and HIPAA guidelines.
- Created business workflows for the claims module to enhance client understanding of the software and prepared a detailed Business Requirements Document (BRD) encompassing functional and non-functional requirements.
- Conducted Gap analyses of legacy systems, generating a detailed Requirements document describing new system architecture through Use Cases and Activity diagrams. Utilized UML for system specifications, documentation, and construction.
- Tracked all required resolutions identified by Vendors or Payers based on testing results.
- Identified project risks and provided suggestions for mitigating their impact on business operations.

EDUCATION AND CERTIFICATION

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| • Bachelor of Business Administration, Charotar University | 2013 |
| • Certified Scrum Master | 2022 |