
Keith Michael Flanagan

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Qualifications

Over 15 years of experience as a Business Systems Analyst with experience in project planning, requirements management, software / hardware analysis and technical writing for government programs (Medicare, Medicaid and CHIP). This includes writing RFP's for new medicaid and US government business. Experienced with object oriented analysis and design developing use case models and SDLC along with HIPAA Privacy regulations and HIPAA compliant electronic healthcare transactions X12N 837, 834, 835, 820, 270/271, 276/277 between trading partners.

7 years experience managing projects and 10 years working with SharePoint as a user and an administrator.

This experience has provided the ability to handle multiple projects and meet deadlines, design technical specifications, project and process flow diagrams, lead teams and projects to successful solution implementations.

Professional Experience

IT Avalon contractor for Blue Shield of California
EDI Analyst Sr

El Dorado Hills, CA
July 2016 –

Skills:

- Run JIRA board for Service Request tracking and implementation.
- Work closely with vendors to troubleshoot any EDI 834 enrollment issues.
- Lead effort for Medicare Enrollment Automation.
- Lead effort to standardize outbound 834 transactions to vendors.
- Convert X12N 834 transactions to XML for testing systems so that API for RealTime enrollment could be completed.
- Test X12N 834 transactions in validator to make sure that they will successfully process in production environment.

Results:

- Successfully implemented outbound 834 process with Express Scripts pharmacy vendor.
- Updated new membership classes for Cobra processing.

Malama Web Design and Hosting
Owner - Designer

Oxnard, CA
June 2010 - Present

Skills:

- Successfully produce e-commerce and responsive design websites for a diverse clientele.

- Interview clients to determine needs and based on interviews build a solution that will bring the maximum impact to the clients business.
- Build MySQL back end databases for tracking and reporting for clients based on their particular needs.
- Use PHP to program front end process so that canned reports are available to client based on their needs.
- Build cart solutions to host e-commerce solutions so that client orders can be placed and tracked.
- Build out API calls to back end accounting systems that interface with payment portals to track financials.

Results:

- Portfolio of work can be accessed at <http://malamaweb.com/Links/>

**TekSystems contractor for Anthem
Tech Business Systems Analyst Sr.**

**Woodland Hills, CA
Aug 2015 – Nov 2015**

Skills:

- Lead project for E&B team for Small Group implementing Real-Time enrollment for Small Group business being migrated from ISG to WGS system. This is Anthem's proprietary mainframe system.
- Convert X12N 834 transactions to XML for testing systems so that API for RealTime enrollment could be completed.
- Test X12N 834 transactions in validator to make sure that they will successfully process in production environment.

Results:

- Successfully implemented RealTime enrollment processing B-to-B e-commerce solution with 3 vendors. (Zenefits, Warner Pacific, Sequoia).
- Successfully migrated from proprietary membership mainframe system to new mainframe membership system.

**Truebridge Resources contractor for Healthnet.
Business Analyst**

**Woodland Hills, CA
Feb 2015 - June 2015**

Skills:

- Testing of X12N 837 and X12N 834 transaction sets for testing with members for encounter and enrollment transactions to facilitate updated system.
- Lead UAT functions to ensure that deliverables are met including daily dashboard and open issue review. Report to management daily on progress and set up SWOT calls for any issues.
- Act as a liaison between business and IT to bring together the right people to resolve issues including vendors and contracted IT teams by presenting solutions and facilitating JAD sessions.

Results:

- Decreased call volume from members by implementing one call solution to increase STAR ratings greatly increasing capitation payment of \$60 Million Dollars to plan.
- Automated process for Pharmacy claims encounter data delivery to PPO's for capitated group. This decreased labor needed as it was previously a manual process to approximately 4K providers.

- Greatly Improved STAR HEDIS ratings by decreasing member and provider abrasion of Medicaid business in AZ managed care affecting 30k members.

Anthem Inc.
Business Systems Analyst Sr.

Oxnard, CA
March 2010 - Feb 2015

Skills:

- Use SharePoint to keep documentation organized and keep track of progress and changes to documentation.
- Support Consumer, Medicare and Medicaid business areas for requirements gathering and support AEP (Annual Enrollment) for Med Advantage business for Anthem Inc.
- Use LEAN tools such as ReqPro, ClearQuest and Mercury Quality Center for requirements documentation to facilitate testing for SIT and UAT.
- Liaison between business and IT to bring together the right people to resolve issues by facilitating JAD sessions and presenting to staff and management solution options.
- Lead project for E&B team for Small Group implementing Real-Time enrollment for Small Group business being migrated from ISG to WGS system. This is Anthem's proprietary mainframe system.
- Convert X12N 834 transactions to XML for testing systems so that API for RealTime enrollment could be completed.
- Testing of X12N 837 and X12N 834 transaction sets for testing with members for encounter and enrollment transactions to facilitate updated system.
- Lead UAT functions to ensure that deliverables are met including daily dashboard and open issue review. Report to management daily on progress and set up SWAT calls for any issues.
- Test X12N 834 transactions in validator to make sure that they will successfully process in production environment.

Results:

- Successfully implemented Web Accessibility Initiative bringing customer facing websites to ADA compliance on all client focused sites related to anthem.com
- Lead requirements analyst for CareMore (acquired business) integration and expansion into Anthem and expanded business into New York and Virginia increasing enrollment by 30k members.
- Migration from People Soft to Salesforce CRM client for brokers on CareMore integration.
- California MediCal and Healthy Families integration project requirements lead integrating 60K children into MediCal from the Healthy Families program i.e. CHIP to Medicaid in California.
- Implement migration for Medicare Advantage membership system from WGS (Anthem Group System) to Medisys (New membership system for Medicare Advantage) as part of company wide system integration project saving company millions of dollars per year in increased efficiencies.
- Successfully implemented RealTime enrollment processing B-to-B e-commerce solution with 3 vendors. (Zenefits, Warner Pacific, Sequoia).
- Successfully migrated from proprietary membership mainframe system to new mainframe membership system.
- Decreased call volume from members by implementing one call solution to increase STAR ratings greatly increasing capitation payment of \$60 Million Dollars to plan.

- Automated process for Pharmacy claims encounter data delivery to PPO's for capitated group. This decreased labor needed as it was previously a manual process to approximately 4K providers.
- Greatly Improved STAR HEDIS ratings by decreasing member and provider abrasion of Medicaid business in AZ managed care affecting 30k members.

Rentfrow Inc.
Business Systems Analyst

Ventura, CA
Nov 2009 - March 2010

Skills:

- Produce SRS (System Requirement Specifications) for programmers to upgrade Maximo using COTS (Commercial Off The Shelf) vs Net new updates based on business requirements.
- Produce process and data flows for implementation showing all systems that touch Maximo systems either as input or output.
- Gather over 1500 Materials application requirements from a diverse team spread all over the world.

Results:

- Successfully implemented Maximo 7.1 upgrade for the US Navy NAVFAC.
- Business Analyst and Technical Lead for the Materials team on the US Navy NAVFAC MAXIMO 7.1 upgrade project.
 - Business Analyst and Technical Lead for Interface team for US Navy NAVFAC MAXIMO 7.1 Implementation.
 - Provide requirements for over 40 separate interfaces into and out of MAXIMO.
 - Represent MAXIMO interests with upgrade to the DWAS (Defense Working Capital Fund Accounting System).

LifeCare Assurance
Business Operations Analyst II

Woodland Hills, CA
Dec 2006 - Nov 2009

- Created automated letters for Accounting department using Calligo system to interface with AS/400 database.
- Prepare operations manual for staff.
- Trained accounting staff in use of letters.
- Created training materials for automated letters.
- Streamlined reports so that client companies could better gauge turnaround time for claims.

Education

University of Phoenix - B.S., Computer Information Systems

Skills and Certifications

Tools: Mercury Quality Center, MS Visio, MS Excel, MS Power Point, MS Project, SharePoint, People Soft, Salesforce, JIRA

Databases: Cobol, .Net, MS Access, Oracle, MS SQL Server, AS/400, MySQL, PHP

Methodologies: SDLC, AGILE, UML, LEAN

EDI Transactions: 837I, 837P, 837D, 834, 835, 276/277

Paper Claims: HCFA 1500 and UB-92 Claims

Code Sets: HCPCS, ICD-9, ICD-10, DRG and CMSP specific codes.

Reporting Tools: Cognos, Crystal Reports, Calligo, MS Access, FileMaker Pro

Web Design: Coda, Dreamweaver, Rapidweaver, HTML, PHP

Certification: LEAN Certified Practitioner 2014
Comptia A+