**Swarupa Konidala**

Contact: +1512-221-2402|

**Project Management Professional / Agile /Scrum**

**Certified in PMP, CCS from AHIMA** with expertise in Agile methodologies and frameworks. Highly motivated and results-driven professional with a proven track record in **project management** inhealthcare IT seeking to leverage my skills and experience to excel as a **Project Manager**.

Extensive experience in defining and prioritizing the project backlog by sprint, facilitating the scrum process and ensuring that the team follows agile principles and values. Proficient in managing US-based clients & teams remotely, and adaptable to relocating across the USA for an on-site role.

**Targeted Industry**: Healthcare IT/ EHR – AI tool development in Medical coding and billing/ Payer (Health insurance)/ RCM, Medicare/Medicaid/DHHS programs

**PROFILE SUMMARY**

**Portfolio in Project Management-** with proven track record of executing sprints towards goals, managing releases, and handling stakeholder management, change control, scope, dependencies, & risks. Extensive experience working with geographically distributed teams, managing planning, backlog grooming, scrum events, and implementing Agile practices. Efficiently worked on diverse projects in Healthcare IT domains such as MRA projects, EHR AI Tool development, and Application development. Carrying 16+ Years of experience in Revenue Cycle Management - US Healthcare into payer/provider Coding, Claims and Clinical Document Improvement, 9 years of experience is into Team and Project Management. Exemplary expertise in RAF Score analysis, RADV data validation, and migration for Medicare Advantage value based care. MES Management Systems, Application and tool or software development for patient enrollment, Provider enrollment, credentialing and claim deductibles, PAR provider groups for Medicaid. 12+ Years of experience working for Federal government projects like Medicare Advantage / Medicaid /DHHS

* Efficiently manage multiple projects with different TAT and self-organize to deliver on time using Sprints.
* Proven ability to satisfy the customer expectations in delivering the project with quality
* Well-versed in the iterative and adaptive approach to project management. Focus on delivering customer value through continuous improvement and self-organizing teams.
* Efficiently managed USCDI providing the framework protocols through **FHIR**
* Effectively planned and executed the ERP software development for data migration (Claim data ) provided in EHRs to centralized data warehouse and enable the PHI data utilized for SNF Quality reporting program, 5Star quality programs, HEDIS measures.
* Maintaining and applying HIM rules AND HIPAA compliance regulatory and introducing innovative ways to minimize errors and enhance quality standards in the organization following CMS guidelines
* Strong on agile project management tools like JIRA, Confluence, Microsoft TFS and strong experience on preparing Agile Metric reports using smart sheets.
* Liaison between the stakeholders and cross functional team like Procurement, finance and legal team to prepare SOW, RFP and to create invoice and upload to portals for approvals
* Efficiently handled diverse projects/programs with team size of around 330FTE located different geographical areas with cross functional teams possible due to strong knowledge and experience on Scaled Agile Framework (SAFe)
* Expert in implementing EHR AI cloud and SAAS based tool Implementation and pre sales with the End users in Healthcare organizations, payers and provider groups, which increased the productivity of the End users by 200% with 92% in L1 and during data validation improved to 98% accuracy
* Experience managing a portfolio of projects using Agile methodology like waterfall, Kanban etc
* Efficiently deploy Project delivery life cycle with sprint by strategically Plan, execute, and implement across multiple projects
* Efficiency in Key performance analysis and budget analysis for continuous stable improvement in HIM projects
* Highly skilled in project planning and scheduling, budget management, Risk assessment /Mitigation, problem solving skills, team leadership, oral and written communication skills, critical thinking, Business Analysis, and quality management, Vendor Management
* Worked on multiple HIM tools and EHR like Pointclickcare, HL7,FHIR, Epic, eClinical Works, Athenanet, Nextgen for patient schedule, Claim processing, quality reporting, data integration and medical record retrieval process
* Expert in Preparing dashboard PPT/ Deck, Microsoft word, Excel pivot and Vlookup, Visio

**CORE AREAS OF EXCELLENCE**

Project Management | Agile development methodology| Risk Adjustment coding Management |ICD 10 Coding guidelines |Medicare Advantage Programs |SNF Quality programs| MIPS 5star quality programs| Reporting | Quality Assurance QA| Quality Control | Continuous Improvement| Data Migration| Governance| People Management | Vendor Management |Resource Allocation| |Medicaid program |NLP AI Tool development | Change Management |Strategic

**KEY HIGHLIGHTS ACROSS THE TENURE**

* Deftly managed cross-functional & geographically distributed teams with 330 headcounts, complex multifunctional US Healthcare projects with Revenue generated over **$40,00,000** USD, which was 3 times more than SLA.
* Adroitly led the **production management stakeholders of multiple projects**, resulting in a notable **reduction in resource cost.**
* Consistently delivered large/enterprise projects on or before TAT, by effectively **planning and tracking deliverables** and mitigating risks.
* Audit backlogs cleared by strategically calculating capacity planning with sprint
* Initiated teams from scratch, establishing the process, train/build/release strategy, and setting up **Jira projects and workflows by swapping the teams.**

**ACHIEVEMENTS & Milestones**

* Awarded “Venus Star award” (High-Achiever) from Optum -UnitedHealth Group, Hyderabad, India.
* Best Leadership Award for Q3 and Q4 FY23 at Wipro
* Milestone : Generated Revenue of $4M for Medicare /Medicaid project at Wipro which was 3 times more than the SLA

**EDUCATION**

* Masters in Science (M. Sc Bio-Chemistry) qualified with First Division (71.45%) during 2002-2004 from Nagarjuna University, India.
* Bachelor in Science (B. Sc Bio-chemistry) qualified with First Division (68.05%) during 1999-2002 from Osmania University, India.

**EMPLOYMENT HISTORY**

**October25th 2023 – Till date| NYC Gravitynet | Project manager |**

Role: Project Manager

Client: Gainwell for Medicaid project ( Florida Market)

* Managing the overall performance and delivery of cross-functional and facilitating sprint planning using agile methodologies
* Responsible for to give Kanban suggestions to team and identifies the most significant: impediments, Visualize, workflow, continuous improvement.
* Coordinated with payer representatives and related stakeholders to request needed document and information to ensure timely and accurate closure of open appeals
* Collaborated with the Case Management Coordinators, Case management workers to provide specific clinical information to third party payers
* Responsible for the timely flow of clinical information and from third party payers to ensure approval inpatient and post discharge services
* Responsible for meeting client insurer timeframes and review of the client clinical information
* Interacted and discussed with co-workers and visitors and other staff members consistent with the core values of the healthcare payer client system
* Developed grows and manages members of the consulting group's Health Care Regulatory Compliance practice
* Communicates with providers, members and community resources in support of programs, and coordinates reviews with medical directors
* Managed team to interpret and analyze clinical, claims and eligibility data in support of Medicaid risk adjustment optimization and analytical initiatives

**April 25th 2022 – Sep 11th 2023| Wipro| Project manager |**

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**Role:** Project Manager

Client: Change healthcare, Centene, Optum ( Medicare HMO, Medicaid HMO, HHS HCC)

**Description:** Project involving data validation of HCC for RAF , missing opportunities and care gaps

Project involved developing a software application through cloud migration from central data warehouse from complex data to modified application used as solution for healthcare organization, Payers/providers Implementation of new EHR Automation and developed integrated EHR cloud based NLP tool with secured transfer as per HIPAA regulatory.

* **Project Management Responsibilities**
  + Efficiently translate the client expectations into plan and implement and execute the Stakeholders and Vendors
  + Strategically plan to meet the production and quality SLA by managing the volume, between Vendor , Wipro team.
    - **Medicare**: Timely ensure and track the RAF scores across different health plans and provider group prepare sprint to deliver on time. Data analysis and capturing HCC(RAF) care gaps and missing opportunities in value based care process as a part of 5 star quality program (MIPS). Data validation of MA enrollment eligibility, qualified Medicare beneficiary , and data analysis of Prescribed drugs for both SNP , D-SNP, RX D-SNP
    - **Medicaid** : Efficiently manage the Provider enrollment and credentialing process to update into the integrated PEMS system and prepare the consolidated report and discuss during the WBR with different stakeholders. Implemented third party API integrated to the internal CRM systems for accurate benefit configuration and member enrollment, Claims deductible solution application. Provide the accurate claim data analysis for MMPS( Medicare and
    - payment systems) for PAR providers who are eligible for FFS ( Fee for service) and Managed care services through **provider payment delivery systems**
    - Claims data efficiently managed for SNF Quality reporting system through FHIR, HL7 interface protocols to the USCDI central data warehouse.
  + Develops and implements quality control plans for all HCC and HEDIS project deliverables to ensure appropriately high standards are achieved on a consistent basis.
  + Coordinate with PMO and ITS to implement established project standards and templates to track and report KPIs and metrics using dashboards and PowerPoint to stakeholders weekly or by sprint using Microsoft TFS
  + Able to manage the backlogs with Sprint method data available from ERP system RTC
  + Proficiency in Microsoft word, PPT, Visio Excel and generate report and documents to communicate quantitative representation of KPI, CPI through dashboards with the stake holders and customers
  + Creating PO in Ariba - Invoicing and follow up with internal Finance, CPO and client billing team for approvals.
  + Prepare SOW for new customers and Change orders as needed, RFP for third party vendors
  + Mentored the project team in Agile Scrum practices, participated in PI Planning and conducted backlog refinement, user story grooming, sprint planning and retrospectives, and conducted daily stand-ups, and periodically reported status using dashboards in JIRA and Clarity.

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* **AI tool development of Electronic Health Record:** Involved in the Implementation of new EHR Automation and in developing integrated EHR cloud based NLP tool to study and migrate the clinical datasets from patient health records which help the providers and payers to integrated into Centralized USCDI
  + Expert in implementing EHR AI cloud and SAAS based tool Implementation and pre sales with the End users in Healthcare organizations, clinical research, payers and provider groups, which increased the productivity of the End users by 200% with 92% in L1 and during data validation improved to 98% accuracy.
  + Supports and helping to team like version control systems like GIT and used Source code management client tools like GitHub.
* **Team/Vendor - Management:**
  + Handling team size of 330 both Wipro and Vendor.
  + Develops and maintains relationships with all vendors to maintain active engagement and support, thereby ensuring all project tasks are addressed in a timely manner and handled with mutual respect, trust, and excellence.
  + Conduct quarterly performance review and yearly appraisal process based on the team KRA
  + Observe the quality trends and Quality framework by doing Root Cause Analysis and identifying the under performers and do refresher training and initiate PIP for consistent bottom performers
  + Deal with people management and attrition.
  + Efficiently manage all project deliverables; directs, monitors, and validates project team member performance; drives project work efforts to ensure adherence to project scope.
  + Providing protected access and logins to the users to work on EHR following HIPAA compliance
  + Worked with the development teams to identify project risks, developed, and implemented mitigation strategies for the same as a part of the risk management plan.
  + Resource utilization and Manpower deployment, budget estimations and risk calculation.
  + Coordinate with HR on team appraisals, attrition and new hire job postings and interview schedules
  + Team’s quality and production dashboard was shared and discussed with the superior managers.

**August 18th 2021 – April 22nd 2022| IKS Health| Senior Team manager**



**Role:** Senior Project and Team Manager

Client Location: Texas, Georgia, Florida,

Clients: CMM, RUSH, Stewardhealth - (Medicare Advantage HMO plans and DHHS)

**Description:** This project entails managing multiple CMS HCC, Medicaid RX HCC , HHS HCC and HEDIS projects with 3 cross functional teams. Worked for US Clients like Steward health, Privia, CMM, RUSH projects. Implementation of new projects

* **Project Management**
* Skillfully utilized JIRA's roadmap visualization for weekly and monthly Business review, Governance capabilities to create clear, dynamic, and visually appealing representations of project timelines and production and quality milestones, analysis dashboard
* Managing stakeholders, ensuring effective communication, governance, coaching, escalation and maintaining alignment across teams and program. Executing the project plan and preparing budget estimations, risk assessment plan and mitigation, contingency plan.
* Implementation of the new HCC projects Steward Healthcare, Rush
* Worked on both Concurrent and prospective HCC project and identify caregaps and provider documentation improvement
* Assessed project risks and implemented appropriate mitigation strategies according to the risk management plan.
* Managed the development projects in upgrading the EPIC and NextGen platforms for clinical dataset ,Lab /radiology data for HEDIS measure capture prescribed drugs and RX hcc process for data analysis and migration.
* Developed and managed cross-functional project teams, created the work breakdown structures and identified tasks and resources for claims automation involving various projects initiated on the UI platform and sent to the Pega OpenSpan Bots for Robotic Process Automation (RPA) processing, and RESTful API Testing.
* Facilitating scrum ceremonies and practicing Agile methodologies for teams to ensure efficient project delivery.
* Conducting requirements gathering, architecture/ sequence diagrams review sessions, research - Gantt Chart, contingency plans, and resource allocation plan within the given budget for the quarter using Microsoft TFS
* Strategically do alignment, planning, prioritization and value realization of enterprise-wide projects, diversified programs portfolios and activities
* Coordinating with ID management team to create new user IDs and Passwords for secured and protected HIM to access into EHR
* Maintaining the SOW(Statement of work) for new clients/ Projects and invoicing and prepare PO in Clarity tool
* Managed a migration project for a new location for a back-up data warehouse, managed a large application and database migration migrating provider data and claim data from Portico to Cactus for the Healthnet acquisition.
* Coordinated QA with globally dispersed testing teams for the clinical data, claims processing in the EHR/EMR applications.
* Coordinating with ID management team to create new user IDs and Passwords for secured and protected HIM to access into EHR
* Provide suggestions for improving the coding tool with new user friendly features for smooth workflow
* **Team Management:**
  + Handling training team with continuous monitoring the progress by conducting training sessions , assessment and score card
  + Analyze and identify the employees who are potential suspected attrition by updating RAG report.
  + Created RFPs, conducted interviews, mentored team members, coordinated vendor recruiting, handled project resourcing and transitions for the claims projects
  + Monitor the team productivity and quality and corrective action plans that need to be implemented
  + Monitor the attendance and balance the work shrinkage by getting the team members cross trained
  + Timely share the quality and productivity reports with the Hierarchy
  + Foresee the Risk that may happen with the project or within the team and try to implement the alternative plan in place to avoid the risk
  + Coordinating with the team with regular meetings, and checking the concerns and correcting them.
  + Coordinate with HR for any attendance, LOP or for any interview schedules.
  + Raise tickets to HR/IT for any employee concerns or issues and timely resolve them.

**May 16th 2016 – April 1st 2021 | Anion Healthcare| Assistant Manager – Coding Project**



**Title:**  Assistant Manager

Client Name: Physician Partners - Florida

**Description:** Implementing and deploying End to End Risk adjustment project delivery life cycle for Medicare advantage, Medicaid/HHS HCCPlan, execute and implement with strategy across multiple HCC projects. Worked for US healthcare payers like Wellcare, Tricare, Freedom, Optimum. Q350 tool development and SCOPE implementation. Worked on different programs like 5star quality, HEDIS, PODS

* **Project Management:**
  + Planned and implemented Agile best practices to overcome obstacles to productivity due to seasonality of HCC projects and to meet the deadlines and deliver the project on time.
  + Employed JIRA's reporting assigning the tasks to project stakeholders from available inventory and tracking to monitor sprint progress, identify bottlenecks, and make data-driven adjustments, resulting in a 15% reduction in average sprint cycle time.
  + Worked with different Medicare HMO plans to check the member eligibility for SNP, D-SNP with internal tracker updated in the centralized data tracker.
  + Lead the projects on Nextgen and Eclinical works (EHR) for multiple provider group to prepare dashboard claims productivity and integrated into the inbuilt Q360 tool ( internal ERP System)
  + Co-ordination with the inventcorp IT team in Q360 tool development with integrated components of different aspects of missing opportunities for provider group and RAF score calculation.
  + Proactively educate the health care providers with feedback and education on clinical documentation practices as identified through the review process to upgrade the value based care
  + Time management - Sprint planning managed effective breakout sessions to ensure stay on schedule and compliant with the SLA
  + Managed/implemented a portfolio of group enrollment and claims adjudication and pharmacy benefit management COTS and in-house applications in Waterfall software development lifecycle (SDLC) methodology as a part of multi-year process modernization initiative.
  + Created Audit reports in Facets and validated business rules for processing of claims, and member and provider information.
  + Developed and managed automation suite in QTP for the Member enrollment Group Portal.
  + Identified, reported and controlled risks to prevent them from becoming issues and kept the project on schedule.
  + Collaborated with senior management and business stakeholders to define the vision, including strategies for managing incoming data effectively.
  + Developed a comprehensive project plan per the project charter, coordinated the implementation of multiple projects involving infrastructure migration and process automation using RPA and SQ databases achieving 98% accuracy and saving an estimated $500k annually.
  + Led sprint reviews on chart review submission, daily meetings, user stories and planning meetings to ensure full team engagement and successful iteration and objectives of each specific projects ensuring the HCC RAF score improved.
    - Prospective coding is the 5 Star quality program conducted by Medicare advantage to identify the care gaps and educating the provider on the missing opportunities
    - Provider enrollment process and credentialing updated into the integrated internal software.
    - Credentialing involves data collected from different website like DAE Verification, CAQH,NPI, AMA etc and update in Credentialing checklist
  + Proactively identified typical errors to prevent distractions and ensure projects stay on track.
  + Effectively managed multiple teams both internally and offshore.
  + Created and managed team, Scrum boards, JIRA dashboards, workflows, dashboard to ensure clear project status communication on pending gap, missing opportunities and reworks that are pending with the providers.
  + Participated in leadership meetings with senior management to provide updates on project progress, achievements, challenges, and impediments.
* **Team Management**
  + Updating team on ICD 10 guidelines and newly added, revised and deleted codes
  + Supporting other team of E/M and urgent care.
  + Performs annual performance evaluations for staff
  + Monitoring employee performance against established performance metrics
  + Provide cross training to the new team members
  + Prepare SOW with all KPI, CPI, SLA metrics with key Risk assessment, Mitigation plan, budget contingencies, Time and scope of work
  + Provides technical expertise and support to meet company goals and objectives
  + Monitors daily production schedule regularly and proactively addresses any obstacles to timely completion of jobs; Works hand-in-hand with cross-functional departments (record extraction team) to meet delivery of project before or on time.
  + Preparing Dashboard and metrics monthly and quarterly on production and accuracy and reporting the hierarchy.
  + Conducting PKT (Process Knowledge Tests) and one-on-one every month and team huddles every week.

**May 18th 2015- Feb 1ST 2016 | Medfin India PVT LTD| Team Leader**

Role: Team Lead

Modules: Business Process Improvement, Data Governance, Reporting of Anesthesia Coding

Description: Startup company in Hyderabad in Anesthesia coding project, need to plan, execute and implement the project to the team members

Responsibilities:

* Responsible for project planning, risk management, resource management, communication, scope management, performance monitoring, Data Analytics ,documentation.
* Led project management for the successful implementation of Anesthesia coding project assigning the team member daily tasks and inventory distribution
* Have good ICD 10 Data integration experience working on newly on boarded tools
* Worked with stakeholders on coding rules for setting up rules for data archiving into new upgraded coding tools
* Monitor team performance and identify bottlenecks. Collaborate with the team to optimize and tune coding processes for better efficiency and throughput.
* Have overseen the process of mapping and documenting coding work flow to ensure accurate representation. Implemented the coding data lineage capabilities to visualize how data flows through downstream coding systems/ tools
* Provided capacity planning, project road map, effort estimation, and other meeting facilitation services to ensure efficient project delivery.
* Identified and tracked risk tasks to improve team delivery commitments and capacity planning for sprints, leading to increased customer satisfaction.
* Training the team on new coders on basics as per the ICD-10-CM coding guidelines, Anesthesia coding guidelines , Concepts of CPT coding and PQRS
* Supporting the team by clarifying the doubts and able to clear the conflicts in the error report from external audits and maintaining team accuracy at 98 %
* Preparing Dashboard and metrics monthly and quarterly on production and accuracy and reporting the hierarchy.
* Conducting PKT (Process Knowledge Tests) and one-on-one every month and team huddles every week

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Company : UHG

Duration: October 31st 2011 to Feb 2015

Roles: Coding Analyst

Description: Worked as SME for HCC coding, Mentoring, HEDIS, HQPAF

Responsibilities:

* Training the mentees on HCC specific guidelines, and Auditing the coded charts
* Small project assignments are successfully managed to accomplished by the team assigned to me
* Reaching the daily targets and maintaining good quality.
* Attending client Calls and updating the MOM (minutes of meeting)
* Undergone training and worked on HEDIS ( Healthcare effectiveness data information set) and HQPAF(Healthcare quality Patient Assessment forms)

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Company: Cognizant Technology solutions

Duration: May 2009 - April 2011

Roles: Process specialist

Responsibilities:

* Leading a group of 6 members. The task involves allotting work and manage the good production workflow.
* The task also involves coding ED (emergency Department) records for Med-Data using Edits+ software which requires both analytical and technical skills.
* Worked on Facets for provider and member enrollment and claims processing
* Working on denial management and claims.
* Maintaining SOP and reviewing client specifics and data
* Updating the revised coding guidelines and delivering to the team.

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Company: Elico, Hyderabad - India

Duration: June 2006 – April 2009

Role: Trainee (Medical coding)

**Responsibilities:**

* The task involves coding Surgery, Anesthesia, and ED Accounts applying icd 9 coding guidelines ,CPT , HCPCS
* Trained on ICD 9 , CPT and HCPCS codes and introduction to US healthcare system and Federal government system and policies

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