



## OpTech Project Profiles

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## Insurance Profiles

## Business Analyst

### *Insurance*

#### **Project Summary**

OpTech provided data analysts to understand the root cause of errors or inaccuracies in contractual documents search results. Our team enhanced the accuracy and data integrity of online records regarding which contractual documents legally define the coverage for a specified benefit package at a specified point in time.

#### **Technology Platform**

*A JAVA based J2EE Web application using XML technology; an Oracle database backend*

#### **Tools Used**

*Word, Excel, Access, Microsoft Project and Oracle*

#### **OpTech's role in the project**

*Data Analysts*

## Documentation Specialist

### *Insurance*

#### **Project Summary**

OpTech worked on a documentation project that required the installation of non standard software on desktop machines for architectural software representation. Our team analyzed COBOL programs and JCL to create program designs. We used Rational Rose for design diagram and Endeavor to documents changes, and Serena to store models to be check in or out once design was completed. The program code contains COBOL II, DB2, SQL, and IMS, CICS. OpTech conducted teleconference SDS meetings every Tuesday and Thursday.

#### **Technology Platform**

*COBOL II, JCL, SQL, CICS,  
IMS, DB2*

#### **Tools Used**

*Rational Rose, Endeavor, Serena*

#### **OpTech's role in the project**

*Documentation specialist*

## Systems Analyst

### *Insurance*

#### **Project Summary**

The objective of this project is to create a Product that is designed to meet the unique need of hospitals as employer groups. Currently many of these Hospitals have their own employee health plans (usually administered by Third Party Administrators) that compete with or have replaced BCBSM programs for their employees. These plans are designed to promote employees use of the hospitals own providers. Even smaller independent hospitals are steering more employees to their own providers for medical services.

OpTech provided the following services:

- Administered a three-tiered (tier 1 is the “domestic network”, tier 2 is the BCBSM PPO network and tier 3 is out-of-network) cost-sharing BCBSM PPO Program.
- Administered the benefit design / develop cost-sharing flexibility, and use of authorization file
- Supported financial reporting of facility claims, including all corporate interfaces necessary for the sales implementation and administration of self-funded (ASC) hospital group. We identified and mitigated ‘gaps’ between Local BCBSM and NASCO to support the accurate and efficient implementation and administration of the new product.
- Implemented the functionality to create and maintain multiple unique hospital domestic provider networks

<b><i>Technology Platform</i></b>	<i>Main frame</i>
<b><i>Tools Used</i></b>	<i>Visio, Excel, BFAST, PDM (NASCO tools)</i>
<b><i>OpTech’s role in the project</i></b>	<i>Systems Administration</i>

## Senior Application Development

### *Insurance*

#### **Project Summary**

OpTech enhanced an existing Pharmacy Audit Application to incorporate Medicare Part D Audit. The existing system is configured for regular business only. The project at BCBS involves coding, Developing Queries for IBM DB2 to Extract Pharmacy Claim data from Moscar database for Medicare, Part D audit, Bug fixing and testing.

#### **Technology Platform**

*IBM Main Frame, Windows, PC*

#### **Tools Used**

*Visual Basic 6.0, SQL Server2000, IBM DB2, MS Access*

#### **OpTech's role in the project**

*Designing the application, Developing Queries, Stored Procedures, for IBM DB2 and SQL server 2000, Improving SQL SERVER performance, Coding in VB6 to incorporate Medicare Part D pharmacy Audit, Testing and implementation.*

## Applications Development

### *Insurance*

#### **Project Summary**

The Chronic Disease Registries project (CDR) deals with acquiring claims from a database and assigning them based on events for all people who have asthma, diabetes, bariatric surgery, ischemic heart disease, chronic heart failure.

After assigning the events, they are organized based on predefined criteria. OpTech is involved in writing the stored procedures/functions and doing the DTS Packages and scheduling the jobs to run these bulk processes.

#### **Technology Platform**

*SQL server 2000, MS Access, vb.net*

#### **Tools Used**

*SQL server query analyzer, ms access forms and reports., SQL server query builder, enterprise manager, SQL server transformation services, job scheduler*

#### **OpTech's role in the project**

*Development team which makes the event pulls and assigns the cohorts to the registries.*

## Application Development

### *Insurance*

#### **Project Summary**

Web-DENIS is Blue Cross Blue Shield of Michigan's information system for providers. It currently provides information on BCBSM Traditional, PPO, NASCO, BCN, Blue Choice and FEP contracts, increasing turnaround of cash flow and more efficient use of user time. Through web-DENIS, users have access to patient data like contract eligibility, benefits covered, and much more.

#### **Technology Platform**

*Java, J2EE(JSP, Servlets, Java Beans, EJB),SHTML,XML,XSL,MQ,HTML,STRUTS,DAO,IBM WebSphere Application Server, Oracle*

#### **Tools Used**

*IBM WebSphere Application Developer, Rational Rose, Visual Slick Edit*

#### **OpTech's role in the project**

*Application Developer*

## Senior Application Development

### *Insurance*

#### Project Summary

OpTech provides ongoing maintenance and coordination regarding the utilization of RMS (Resource Management System) and the Time Tracker, as well as efforts to continue the development of application functionality, database enhancements and reporting capabilities.

Services include the following:

- Enhance and fix bugs in the existing application, generate reports for top management.
- Create new Optimized Database schema, fully relational and auto triggered for tampering detection.
- Add new functionality such as type-ahead Combo boxes
- Generate navigational support in the application.

#### **Technology Platform**

*Cold Fusion, VB, Reporting using Cognos, and Visual Studio .Net, Access, SQL Server, Erwin*

#### **Tools Used**

*Dreamweaver, Visual Studio .Net 2003, SQL Enterprise Manager, Erwin, and Cognos*

#### **OpTech's role in the project**

*Senior Application Development*

## NPI Testing

### *Insurance*

#### **Project Summary**

OpTech updated, modified, enhanced, and developed program modules, JCL job streams and Procedures (PROC) in order to comply with the Federal Government's mandate for the Insurance industry to use NPI. NPI (National Provider Identifier) is a 10-digit numeric field that will be assigned to Insurance providers by the government.

#### **Technology Platform**

*IBM Mainframe, ZOS*

#### **Tools Used**

*IMS DB/DC, DB2, QMF, SQL, COBOLII, ISPF, MVS JCL, Procedures (PROC), ENDEVOR, MS Excel, Expediter, File-Aid MVS, File-Aid IMS, File-Aid DB2, DOCU-Text, CLIST, Abend-Aid, MS Office Visio, IBM MF utilities.*

#### **OpTech's role in the project**

*Test all JCL/PROC job streams that BCBSM executes to process health care claims; Verify if all changes are made correct for the application systems to work properly; Ensure that the changes do not affect the existing application systems adversely.*



## Electronic Data Interchange Implementation

### *Insurance*

#### **Project Summary**

OpTech's testing analyst worked on Blue Exchange EDI – Maintenance Releases. Blue Exchange is the facility by which the different Blue Cross Blue Shield plans of the United States communicate via EDI. Blue Exchange mandates that certain changes be made by the BCBS plans about twice a year—called releases.

<b><i>Technology Platform</i></b>	<i>Mainframe, EDI, MQ series, DB2</i>
<b><i>Tools Used</i></b>	<i>www.claredi.com supply outside tools used for testing. In addition, we use Expediter and File aid</i>
<b><i>OpTech's role in the project</i></b>	<i>Testing Analyst</i>

## Teleprocessing System Analysis

### *Insurance*

#### **Project Summary**

ITS (Inter-plan Teleprocessing Systems) Professional Business Analysis for Blue Cross Blue Shield of MI. This is a day-to-day IT/IS operation for the processing out-of-network medical claims.

#### **Tools Used**

*Although the system processes on the mainframe, most work is done using Windows XP along with Office 2003, and Peregrine for problem reporting.*

#### **OpTech's role in the project**

*Senior Business Analyst performing problem tracking, follow-up, and reporting.*

## Various Health Insurance Optimization Projects

### **Insurance**

#### **Michigan Foot Surgery Predetermination Program – CORE #10470**

OpTech eliminated the Michigan Foot Surgery Program Predetermination process.

#### **Physician Group Incentive Program – CORE #10664**

OpTech created the ability to set aside the portion of the *Approved to Pay* to be used to fund the physician incentive pool for selected physician groups.

#### **Anesthesia Modifications – CORE #10542**

OpTech modified the program to correct inappropriate sanctions or additional expenses incurred when a PPO-assigned referring physician PIN is not reported on the claim.

In addition, OpTech corrected an issue with physicians in non-participating Ambulatory Surgical Facilities not being reimbursed.

### **Technology Platform**

*Word, Excel, MS Office Workplans, Oracle database, Mainframe Operating Systems, Access*

### **Tools Used**

*NASCO TPX 3270, Benefit File Manager, MS Office Task, MS Office Work Plans, Extranet, Intranet, Specifications, Subject Matter Experts*

### **Role in the Project**

*Develop/ Review/ Revise/ Approve Current and Future State Specifications and Design Review Documents; Gather requirements, Conduct Team Meetings, Attend Team Meetings, Conduct Analysis Workgroup Sessions, Create System Specifications, Create and Update Test Plans, Create and Update Test Scenarios, User acceptance Testing (Execute Test Plans/Claims), Deploy Monitor Production Move, NASCO Post Implementation Support, Send out NASCO Communications (System Changes),*

# User Registration/Maintenance Project

## Insurance

### Project Summary

The client is responsible for the automatic registration process for established Member, Provider, Group and Agent accounts. This project will deploy a distributed scheme in which user account registration and user account authentication processes occur.

OpTech provided the following services:

- Created class and use case diagrams, implemented Exception Handling, created user-friendly GUI interface and Web pages using HTML, JSP and DHTML.
- Designed and developed presentation layer using JSP, HTML and JavaScript, implemented application specific utility package for common functionality in the application
- Developed application and created a search component
- Configured application server and deployed the application.
- Developed Session Facade with Stateless Session bean to provide a uniform service access layer to clients, generated Javadoc for the complete application
- Designed and developed base classes, framework classes and common re-usable components

<b>Technology Platform</b>	<i>J2EE, Java2, JDK1.4.1, Servlets2.3, EJB2.0, JDBC, JSP1.2, HTML, JMS, Java Script, XML, PL/SQL, DB28.1, Mainframe, Rational Application Developer, WebSphere5.1, CVS, Rational Rose UML, Dreamweaver Ultradev3.0, Windows 2000.</i>
<b>Tools Used</b>	<i>IBM Rational Application Dev, Rational Rose, ANT, JUNIT</i>
<b>OpTech's role in the project</b>	<i>Application Development Quality Assurance</i>
<b>Awards/Accolades</b>	<i>Appreciation award for best performance in Feb 2007.</i>



## Decision Support Tools Implementation

### *Insurance*

#### **Project Summary**

The client is using Symmetry's leading data decision-support tools—including Episode Treatment Groups (ETGs), Episode Risk Groups (ERGs), and EBM Connect—to transform raw health care data into usable information. This helps clients to

Organize claims data into episodes of care

Predict current and future health care usage

Measure deviations from national care standards

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#### **Technology Platform**

*Symmetry Suite Version 6.5*

#### **OpTech's role in the project**

*System Integration/Implementation*

*Quality Assurance*

## PeopleSoft Financials Upgrade

### *Insurance*

#### **Project Summary**

The client is in the final phase of its PeopleSoft Financials upgrade. The People tools are being upgraded from Version 8.45 to 8.47. Many patches are also being installed to People Soft 8.8 so that the version of Internet Explorer used with it can be upgraded to IE 9.0. The already upgraded environments are in the testing phase.

OpTech assisted the functional analysts in the upgrade and created / tested the Test plans for the AP, PO Modules. There are also a few minor issues that are assigned through the Ticketing system. Once the upgrades go live, OpTech will retrofit the programs/processes that conflict with the upgrade. The upgrade plans and the results of the test plans will also be documented.

<b>Technology Platform</b>	<i>Oracle</i>
<b>Tools Used</b>	<i>People Tools 8.45/8.47, SQR, CRYSTAL, NVISION</i>
<b>OpTech's role in the project</b>	<i>Systems Analyst</i>

## Michigan Delivery Systems and Support

### *Insurance*

#### **Project Summary**

OpTech's consultant served as the Lead Analyst for this project, which required gathering and translating business requirements into system and technical requirements as follows:

- Consult/coordinate with SME's, Medical Affairs and Benefit File team to implement enhancements/revisions to claims processing.
- Identify technical modifications/ enhancements and create detailed technical specifications/documents to assist internal external development staff with coding.
- Construct User Acceptance testing (UAT) scenarios, define test cases and identify test data to ensure successful implementation. Benefits File, Procedure File and other system changes.
- Responsible for all phases of development and deliverables within each phase: Analysis Summary, current state and future state documentation, Requirements Traceability Matrix, Proposed Design Summary, Test Strategy, Go/No-Go Strategy, Implementation and Contingency Plans; all to align the NASCO health claims processing system with Medical Policy.

<b>Technology Platform</b>	<i>WebLogic 9.1, Oracle 9i, EJB 2.0, JSF, Java 1.5.0, Ant 1.6.2</i>
<b>Tools Used</b>	<i>IntelliJ Idea, TOAD, Webllgic Application Server 9.1</i>
<b>OpTech's role in the project</b>	<i>Requirements analysis, Analysis and Design, Development, Testing, Implementation and User Training</i>
<b>Awards/Accolades</b>	<i>Team recognized for the successful completion of the Standard Billing Medical and Reimbursement Policy (SBM &amp; RP) project. Personally recognized for delivering the SBM&amp;RP initiative that enable NASCO to process Durable Medical Equipment claims in compliance with HIPPA standards.</i>