GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing and the option to create an electronic delivery order are available through GSA Advantage®, a menu-driven database system.

The INTERNET address GSA Advantage® is: GSAAAdvantage.gov.

Multiple Award Schedule

FSC Group: Professional Services

**Contract Number:** GS-00F-096GA

**Period Covered by Contract:** January 26, 2017 – January 25, 2027

PROJE, INC.
19402 John Jacob Ct
CYPRESS, TX 77433
Phone: 832-293-5633
Fax: 832-201-3583

www.projeinc.com

Violet Stephens
President & CEO
violet.stephens@projeinc.com
832-293-5633

Business Size: Small Business, Woman-Owned Small Business

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov

Price List Current as of Modification #PS-0010 Effective January 12, 2022

Prices Shown Herein are Net (discount deducted)
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ABOUT US

As a trusted advisor, Projé, Inc., a woman-owned small business (WOSB), provides the knowledge, skills, and leadership to drive planning and successful delivery of critical client initiatives to completion. Since our founding in 2004, Projé, has built a stellar reputation of excellence and agility through the dedication and commitment of our expert consultants.

CONTACT

PHONE: (832) 305-7570

WEBSITE: http://www.projeinc.com

EMAIL: Info@projeinc.com

CORPORATE DATA

9818 Fry Rd #150 Unit 142
Cypress, TX 77433

GSA Mass Award Schedule (MAS)

CONTRACT #: GS-00F-096GA

DUNS: 020756593
CAGE: 7HBK9
NAICS CODES: 541611, SINS: 541611, OLM

CAPABILITY STATEMENT

Projé, Inc. is a premier business and technical consulting firm – delivering high-quality and cost-effective solutions and services with enduring results.

CORE COMPETENCIES

Focus: Implementation Services, Strategic Planning Services, Assessment Services, Optimization Services, Remediation Services, Acquisition and Vendor Selection Services

Key Expertise

- Program and Project Management
- Change Management
- Business Requirements Gathering and Analysis
- Solution Design and Delivery
- Management Advisory Consulting
- Operational Assessment
- Technology Portfolio/ Technical Debt Assessment
- Claims Processing Optimization
- Medicare Advantage Optimization
- In-flight Program and Project Management Assessment and Remediation
- Test and Quality Activity Assessment and Remediation
- RFP Needs Assessment and Vendor Selection

INDUSTRY EXPERTISE

- Federal Government- Civilian Agencies
- Management Consulting
- Information Technology
- Healthcare Insurance

PAST PERFORMANCE

- Claims Platform Optimization and Stabilization
- Operational Process Assessment and Implementation
- Operational Readiness for New System
- Customer Experience Assessment
- Medicaid and Medicare Advantage Program
- Care Management Vendor and System Selection
CUSTOMER INFORMATION

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SINs</th>
<th>Recovery</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>541611RC</td>
<td>Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services</td>
</tr>
<tr>
<td>OLM</td>
<td>OLMSTLOC OLMRC</td>
<td>Order-Level Materials (OLM’s)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. See Page 4

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services shall be provided. See Page 4

2. Maximum order: $1,000,000

3. Minimum order: $100

4. Geographic coverage (delivery area). Domestic

5. Point(s) of production (city, county, and State or foreign country). Same as Company Address

6. Discount from list prices or statement of net price. Government Net Prices (discounts already deducted.)

7. Quantity discounts. Not Applicable
8. Prompt payment terms. Information for Ordering Offices: 2% 15, Net 30 days. Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9. Foreign items (list items by country of origin). Not Applicable

10a. Time of delivery. (Contractor insert number of days.) Contact Contractor or To Be Determined at the Task Order level

10b. Expedited Delivery. Items available for expedited delivery are noted in this price list. Contact Contractor or To Be Determined at the Task Order level

10c. Overnight and 2-day delivery. Contact Contractor or To Be Determined at the Task Order level

10d. Urgent Requirements. Contact Contractor or To Be Determined at the Task Order level

11. F.O.B. point(s). Destination

12a. Ordering address(es). Same as Company Address

12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es). Same as Company Address

14. Warranty provision. Standard Commercial Warranty Terms & Conditions

15. Export packing charges, if applicable. Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable). Not Applicable

17. Terms and conditions of installation (if applicable). Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). Not Applicable
18b. Terms and conditions for any other services (if applicable). Not Applicable

19. List of service and distribution points (if applicable). Not Applicable

20. List of participating dealers (if applicable). Not Applicable

21. Preventive maintenance (if applicable). Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants). Not Applicable

22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/. Not Applicable

23. Unique Entity Identifier (UEI) number. 020756593

24. Notification regarding registration in System for Award Management (SAM) database. Contractor registered and active in SAM

________________________
# PRICE LIST

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

<table>
<thead>
<tr>
<th>SIN(s)</th>
<th>Labor Category</th>
<th>Minimum Education / Certification Level</th>
<th>Minimum Years of Experience</th>
<th>Contractor or Customer Facility or Both</th>
<th>Domestic or Overseas</th>
<th>Unit of Issue</th>
<th>GSA Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>541611</td>
<td>Program Director</td>
<td>Bachelors</td>
<td>15</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Hour</td>
<td>$210.58</td>
</tr>
<tr>
<td>541611</td>
<td>Program Manager</td>
<td>Bachelors</td>
<td>10</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Hour</td>
<td>$156.17</td>
</tr>
<tr>
<td>541611</td>
<td>Senior Project Manager</td>
<td>Bachelors</td>
<td>6</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Hour</td>
<td>$145.09</td>
</tr>
<tr>
<td>541611</td>
<td>Project Manager</td>
<td>Bachelors</td>
<td>3</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Hour</td>
<td>$106.10</td>
</tr>
<tr>
<td>541611</td>
<td>Senior Technical Analyst</td>
<td>Bachelors</td>
<td>5</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Hour</td>
<td>$136.02</td>
</tr>
<tr>
<td>541611</td>
<td>Quality Assurance Test Lead</td>
<td>Bachelors</td>
<td>7</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Hour</td>
<td>$148.36</td>
</tr>
<tr>
<td>541611</td>
<td>Senior Business Analyst</td>
<td>Bachelors</td>
<td>10</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Hour</td>
<td>$118.89</td>
</tr>
<tr>
<td>541611</td>
<td>Business Analyst</td>
<td>Bachelors</td>
<td>5</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Hour</td>
<td>$102.47</td>
</tr>
</tbody>
</table>

**Labor Hours** reflect one (1) billable hour. These rates should be multiplied by the number of hours per contract per resource.

**Travel Hours** will not be billed.

**Travel Expenses** are based on actual costs for airfare, rental car and lodging if applicable. Meals are based on applicable government per-diem rates upon availability. Mileage is based on the government per mile rate if applicable.
Service Contract Labor Standards (SCLS): The Service Contract Labor Standards (SCLS), formerly known as the Service Contract Act (SCA), is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS/SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CRF 541.300), this contract still maintains the provisions and protections for SCLS/SCA eligible labor categories. If and/or when the contractor adds SCLS/SCA labor categories to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS/SCA matrix identifying the GSA labor category titles, the occupational code, SCLS/SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.
LABOR CATEGORIES

Program Director

Responsibilities

- Oversees and monitors progress and adoption of the PMO discipline
- Monitors and tracks program budget earn/burn.
- Provides executive recommendation on strategy, policy analysis, program development, and performance improvement for health care providers, payers, policymakers, product makers, investors, and others.
- Develops effective solutions for the client and Project Managers.
- Creates visual references & diagrams, where appropriate to convey ideas and solutions to the client in a clear fashion.
- Reviews any needed testing methodologies and application of proper testing methodologies to ensure quality.
- Identifies and communicates risks and issues that may require changes to plans or scope.
- Organizes and synthesizes large amounts of information and present to Executive Leadership.
- Ensures implemented process improvements are documented and control documentation for traceability and future reuse.
- Facilitates management and executive level meetings.
- Understands project/program needs among diverse colleagues in various departments (Claims, Medical Management, Enrollment & Billing, Sales & Marketing, IT, Business Process Improvement, etc.).
- Provides oversight for identification of training needs and planning of training classes required to implement changes in business process and technical operations on peripheral systems.
- Evaluates and report project dependencies and impacts on multiple client projects.
- Creates evaluation of work effort and resource planning and the development of an integrated project/program schedule.
- Oversees all aspects of the program and project schedule throughout the SDLC life cycle, from initial kickoff through requirements analysis, design, testing and implementation phases for the project.
- Ensures project documents are complete, current, and stored appropriately.
- Collaborates with the CIO, developers, and participating project Stakeholders to ensure the planned approach achieves approval.
- Reviews and approves with the analytics team to create a roadmap of tools and KPIs for the solution’s measurement of success.
- Assists with the assessment and vetting, of new technical/software partnerships and vendors.
- Manages cross-functional projects from inception to implementation. Projects/programs will range from new product/line of business implementation, business continuity planning, configuration optimization, ICD-10 rollout etc.
- Utilizes experience in the managed health care industry and/or an ability to exhibit stellar communication skills across the organization with Care Management, Provider Relations, Compliance, Finance, Customer Service, Claims, FEP and ITS and project teams.
- Assumes program management role with impartiality in mind without favoring one department versus another and with enterprise common goals in mind.
- Interfaces, effectively, with program and project sponsors to reach a mutually acceptable agreement on objectives, scope, deliverables, timeframes, resources, and outcomes.
- Facilitates or participates in process improvement brainstorming sessions.
- Manages relationship with sponsors and project team members through status documentation and team meetings to ensure project meets the needs of the business.
• Uses program and project management skills, experience, and methodologies to run successful projects. Including but not limited to effective budget planning, resource procurement, meeting planning/facilitation, conflict resolution, risk mitigation, status reporting, etc.
• Writes project documents including charters, business requirements, project plan, training, policy, and procedures, etc. using the company adopted documentation templates.
• Interfaces with ITS and FEP to ensure the business requirement documentation meets the needs of the contract.
• Coordinates the completion of business processes and policies and procedures documentation, as needed.
• Performs other related duties and special projects as assigned.

Key Qualifications

• Meticulous attention to detail.
• Superb English language communication skills, both verbal and written.
• Strong ability to influence without authority.
• Expert in the presentation of project idea, status, solution, and results.
• Proven skills in data analysis and presentation of data.
• Strong analytical, problem solving, negotiation, and collaboration skills. Ability to produce accurate and precise work, detect discrepancies and resolve discrepancies all while meeting deadlines.
• Proven success in multiple project implementations.
• Expert in managed care and accountable care, health services management, health care finance, and the formation of value-generating partnerships.
• Formal project management training and actual experience in managing programs is a must.
• Proven ability to manage and participate in several projects at the same time.
• Produce high-level visuals & diagrams as needed.
• Proficiency with MSOffice skills (Visio, Project, Outlook, Word, Excel, PowerPoint) SharePoint required.
• Assist project leaders with the creation of hardware/software budget estimates, implementation timelines, and resource estimates for new projects or system enhancements.
• Proven experience in two or more of the following: ICD-10, Medicaid, Medicare, BCBS, ITS, FEP, knowledge of healthcare governmental strategy and business model.

Education and Experience

• 15+ years of senior level (director or higher) leadership, or senior project management, in healthcare organization.
• 15+ year’s practical experience in managing large projects.
• Knowledge of formal business process improvement.
• PMP and/or Six Sigma Belt certification desired.
• Bachelor’s degree required.
• Master of Health Administration or related field is preferred.

Desired Skills & Experience

• ACA
• Exchange Experience
• EDI Transactions
Program Manager

Responsibilities

- Oversees and monitors progress and adoption of the PMO discipline.
- Monitors and tracks program budget earn/burn.
- Develops effective solutions for the client and Project Managers.
- Creates visual references & diagrams, where appropriate to convey ideas and solutions to the client in a clear fashion.
- Reviews any needed testing methodologies and application of proper testing methodologies to ensure quality.
- Identifies and communicates risks and issues that may require changes to plans or scope.
- Organizes and synthesizes large amounts of information and present to Executive Leadership.
- Ensures implemented process improvements are documented and control documentation for traceability and future reuse.
- Facilitates management and executive level meetings.
- Understands project/program needs among diverse colleagues in various departments (Claims, Medical Management, Enrollment & Billing, Sales & Marketing, IT, Business Process Improvement, etc.).
- Provides oversight for identification of training needs and planning of training classes required to implement changes in business process and technical operations on peripheral systems.
- Evaluates and report project dependencies and impacts on multiple client projects.
- Creates evaluation of work effort and resource planning and the development of an integrated project/program schedule.
- Oversees all aspects of the program and project schedule throughout the SDLC life cycle, from initial kickoff through requirements analysis, design, testing and implementation phases for the project.
- Ensures project documents are complete, current, and stored appropriately.
- Collaborates with the CIO, developers, and participating project Stakeholders to ensure the planned approach achieves approval.
- Reviews and approves with the analytics team to create a roadmap of tools and KPIs for the solution’s measurement of success.
- Assists with the assessment and vetting, of new technical/software partnerships and vendors.
- Manages cross-functional projects from inception to implementation. Projects/programs will range from new product/line of business implementation, business continuity planning, configuration optimization, ICD-10 rollout etc.
- Utilizes experience in the managed health care industry and/or an ability to exhibit stellar communication skills across the organization with Care Management, Provider Relations, Compliance, Finance, Customer Service, Claims, FEP and ITS and project teams.
- Assumes program management role with impartiality in mind without favoring one department versus another and with enterprise common goals in mind.
- Interfaces, effectively, with program and project sponsors to reach a mutually acceptable agreement on objectives, scope, deliverables, timeframes, resources, and outcomes.
- Facilitates or participates in process improvement brainstorming sessions.
- Manages relationship with sponsors and project team members through status documentation and team meetings to ensure project meets the needs of the business.
- Uses program and project management skills, experience, and methodologies to run successful projects. Including but not limited to effective budget planning, resource procurement, meeting planning/facilitation, conflict resolution, risk mitigation, status reporting, etc.
- Writes project documents including charters, business requirements, project plan, training, policy, and procedures, etc. using the company adopted documentation templates.
• Interfaces with ITS and FEP to ensure the business requirement documentation meets the needs of the contract.
• Coordinates the completion of business processes and policies and procedures documentation, as needed.
• Performs other related duties and special projects as assigned.

Key Qualifications

• Meticulous attention to detail.
• Superb English language communication skills, both verbal and written.
• Strong ability to influence without authority.
• Expert in the presentation of project idea, status, solution, and results.
• Proven skills in data analysis and presentation of data.
• Strong analytical, problem solving, negotiation, and collaboration skills.
• Ability to produce accurate and precise work, detect discrepancies and resolve discrepancies all while meeting deadlines.
• Proven success in multiple project implementations.
• Prior experience in health plan or management consulting roles is desirable.
• Formal project management training and actual real-life experience in managing programs is a must.
• Proven ability to manage and participate in several projects at the same time.
• Produce high-level visuals & diagrams as needed.
• Proficiency with MSOffice skills (Visio, Project, Outlook, Word, Excel, PowerPoint) SharePoint required.
• Assist project leaders with the creation of hardware/software budget estimates, implementation timelines, and resource estimates for new projects or system enhancements.
• Proven experience in two or more of the following: ICD-10, Medicaid, Medicare, BCBS, ITS, FEP, knowledge of healthcare governmental strategy and business model.

Education and Experience

• 10 years of senior level (director or higher) leadership, or senior level project management, in healthcare organization required.
• 10+ year’s practical experience in managing large projects.
• Knowledge of formal business process improvement.
• PMP and/or Six Sigma Belt certification desired.
• Bachelor’s degree required.
• Master of Health Administration or related field is preferred.

Desired Skills & Experience

• ACA
• Exchange Experience
• EDI Transactions
• Multiple Software Implementations
Senior Project Manager

Responsibilities

• Leads Strategy, Planning and, Issue/Risk Mitigation and Requirements sessions.
• Oversees and monitors progress, adopt, and implement tools used by the client PMO.
• Provides client with effective solutions.
• Creates visual references & diagrams, where appropriate to convey ideas and solutions to the client in a clear fashion.
• Identify and review with the client required testing methodologies and application of testing methodologies to ensure quality.
• Identifies and communicates risks and issues that may require changes to plans or scope.
• Organizes and synthesizes large amounts of information and provide to stakeholders in a meaningful fashion.
• Ensures implemented process improvements are documented and control documentation for traceability and future reuse.
• Facilitates management and executive level meetings.
• Understands project/program needs among diverse colleagues in various departments (Claims, Medical Management, Enrollment & Billing, Sales & Marketing, IT, Business Process Improvement, etc.).
• Identifies training needs and directs the client in the planning of training classes required to implement changes in business process and technical operations on peripheral systems.
• Evaluates and reports project dependencies and impacts on multiple client projects.
• Creates evaluation of work effort and resource planning and the development of an overall project schedule.
• Oversees all aspects of the project schedule throughout the SDLC life cycle, from initial kickoff through requirements analysis, design, and testing and implementation phases for the project.
• Ensures project documents are complete, current, and stored appropriately.
• Collaborates with all interested parties and participating project stakeholders to ensure the planned approach achieves approval.
• Works with the analytics team to create a roadmap of tools and KPIs for the solution’s measurement of success.
• Assists with the assessment and vetting, of new technical/software partnerships.
• Manages projects from inception to implementation, ranging from new product/line of business implementation, business continuity planning, configuration optimization, legislative changes, etc.
• Assumes project management role with impartiality in mind without favoring one department versus another and with enterprise common goals in mind.
• Facilitates or participates in process improvement brainstorming sessions.
• Writes project documents including charters, business requirements, project plan, training, policy and procedures, etc. using project expertise.
• Interfaces with ITS and FEP to ensure the business requirement documentation meets the contract specifications.
• Coordinates the completion of business processes and policies and procedures documentation, as needed.
• Performs other related duties and special projects as assigned.

Education and Experience

• 6 years of senior level (manager or higher) leadership, or senior level project management, in healthcare organization required.
• 6 year’s practical experience in managing large projects.
• Knowledge of formal business process improvement.
• PMP and/or Six Sigma Belt certification desired.
• Bachelor’s degree required.
• Master of Health Administration or related field is preferred.
Key Qualifications

- Meticulous attention to detail.
- Superb English language communication skills, both verbal and written.
- Strong ability to influence without authority.
- Expert in the presentation of project idea, status, solution, and results.
- Proven skills in data analysis and presentation of data.
- Strong analytical, problem solving, negotiation, and collaboration skills.
- Ability to produce accurate and precise work, detect discrepancies and resolve discrepancies all while meeting deadlines.
- Proven success in multiple project implementations.
- Prior experience in health plan or management consulting roles is desirable.
- Formal project management training and actual real-life experience in managing programs is a must.
- Proven ability to manage and participate in several projects at the same time.
- Produce high-level visuals & diagrams as needed.
- Proficiency with MSOffice skills (Visio, Project, Outlook, Word, Excel, PowerPoint) SharePoint required.
- Assist project leaders with the creation of hardware/software budget estimates, implementation timelines, and resource estimates for new projects or system enhancements.
- Proven experience in two or more of the following: ICD-10, Medicaid, Medicare, BCBS, ITS, FEP, knowledge of healthcare governmental strategy and business model.

Desired Skills & Experience

- PPACA/HCR
- Exchange Experience
- ICD-9 to ICD-10 Conversion
- EDI Transactions

_________________________________________
Project Manager

Responsibilities

- Leads Planning and, Issue/Risk Mitigation and Requirements sessions.
- Oversees and monitors progress, adopt, and implement tools used by the client PMO.
- Provides client with effective solutions.
- Creates visual references & diagrams, where appropriate to convey ideas and solutions to the client in a clear fashion.
- Identifies and reviews with the client required testing methodologies and application of testing methodologies to ensure quality.
- Identifies and communicates risks and issues that may require changes to plans or scope.
- Organizes and synthesizes large amounts of information and provide to stakeholders in a meaningful fashion.
- Ensures implemented process improvements are documented and control documentation for traceability and future reuse.
- Understands project/program needs among diverse colleagues in various departments (Claims, Medical Management, Enrollment & Billing, Sales & Marketing, IT, Business Process Improvement, etc.).
- Identifies training needs and directs the client in the planning of training classes required to implement changes in business process and technical operations on peripheral systems.
- Evaluates and reports project dependencies and impacts across client projects.
- Creates evaluation of work effort and resource planning and the development of an overall project schedule.
- Oversees all aspects of the project schedule throughout the SDLC life cycle, from initial kickoff through requirements analysis, design, and testing and implementation phases for the project.
- Ensures project documents are complete, current, and stored appropriately.
- Collaborates with all interested parties and participating project Stakeholders to ensure the planned approach achieves approval.
- Works with the analytics team to create a roadmap of tools and KPIs for the solution’s measurement of success.
- Assists with the assessment and vetting of new technical/software partnerships.
- Manages projects from inception to implementation, ranging from new product/line of business implementation, business continuity planning, configuration optimization, legislative changes, etc.
- Assumes project management role with impartiality in mind without favoring one department over another and with enterprise common goals in mind.
- Facilitates or participates in process improvement brainstorming sessions.
- Writes project documents including charters, business requirements, project plan, training, policy and procedures, etc. using project expertise.
- Interfaces with third parties, such as ITS and FEP, to ensure the business requirement documentation meets the contract specifications.
- Coordinates the completion of business processes and policies and procedures documentation, as needed.
- Performs other related duties and special projects as assigned.

Education and Experience

- 3 years practical experience in managing projects.
- PMP and/or Six Sigma certification preferred.
- Bachelor’s degree required.
Key Qualifications

- Meticulous attention to detail.
- Superb English language communication skills, both verbal and written.
- Strong ability to influence without authority.
- Expert in the presentation of project idea, status, solution, and results.
- Proven skills in data analysis and presentation of data.
- Strong analytical, problem solving, negotiation, and collaboration skills.
- Ability to produce accurate and precise work, detect discrepancies and resolve discrepancies all while meeting deadlines.
- Proven project management success
- Prior experience in health plan or management consulting roles is desirable.
- Actual experience in managing projects is a must and formal project management training is desired
- Proven ability to manage and participate in several projects or initiatives at the same time.
- Proficiency with MSOffice skills (Visio, Project, Outlook, Word, Excel, PowerPoint) SharePoint required.
- Assist project leaders with the creation of hardware/software budget estimates, implementation timelines, and resource estimates for new projects or system enhancements.
- Proven experience in two or more projects related to the healthcare industry.
- Knowledge of healthcare governmental strategy and business model

Desired Skills & Experience

- PPACA/HCR
- Exchange Experience
- ICD-9 to ICD-10 Conversion
- EDI Transactions
- Experience with Medicare-Medicaid, BCBS, HIPAA, ITS and FEP Projects
Senior Technical Analyst

Responsibilities

• Minimum of 5 years work experience in an analyst or development capacity.
• Defining the systems integration needed to deliver selected solution, including defining the interfaces needed, the integration technology needed, and the transitionary steps needed to ensure continuity of the systems, data and business during the implementation and ongoing operations
• Defining the integration, APIs, and dataflow architectures
• Leading the selection of specialist integration technology required, and being the prime technical contact person for any vendors or support partners
• Collaborating with the support-teams to around production incidents involving integration to directly or indirectly ensure their timely resolution and recovery and preventative measures are taken to avoid recurrence
• Any other tasks as reasonably required

Education and Experience

• Minimum of 5 years work experience in an analyst or development capacity.
• Minimum of 5 years’ experience working with systems such as: Microsoft SQL Server, Oracle, Web Technologies, Web services, XML, API.
• Minimum of five years’ experience in Systems Engineering, Integration, or related experience.
• Minimum of 5 years’ experience with Systems Integration, Solution Architecture, Data Integration, Data Modelling, Data Architecture, Data Infrastructure design and support, SQL Database Administration, and Development and Business Process Improvement.
• Bachelor’s degree required.

Key Qualifications

• Solid understanding of payers in the health insurance space. Experience eliciting requirements from business users, to define and document project requirements.
• Knowledge of computer software systems and applications, as well as database set-up and management.
• Expert skills with MS Office Suite, Visio, MS Project, and SharePoint required.
• Proven skills in data analysis and presentation of data, with the ability to produce high-level visuals and diagrams, as needed.
• Proven success in multiple project implementations.
• Superior task management skills, with the ability to work under pressure, independently or as part of a team in situations in which multiple priorities are likely.
• Solid analytical skills; able to translate analysis into outcome into definable, functional requirements or effective business processes. Exemplary troubleshooting and problem resolution ability
• Proven excellence in organizational skills. Meticulous attention to detail, with the ability to produce accurate and precise work and detect and resolve discrepancies, while meeting deadlines.
• Strong analytical, problem solving, negotiation and collaboration skills. Proven ability to participate in several projects at the same time.
• Superb written and verbal English language communication skills, as well as interpersonal skills.
• Strong ability to communicate and influence without authority.
• Effectively and concisely communicate with the business through verbal, written and face-to-face communication.
• Expert in the presentation of configuration ideas, status, solution, and results.
• Proven experience in two or more of the following: ICD-10, Medicaid, Medicare, BCBS, ITS, FEP, knowledge of healthcare governmental strategy and business model.

**Desired Skills & Experience**

• PPACA/HCR
• Exchange Experience
• EDI/HIPAA Transactions
• Experience with Medicare-Medicaid, BCBS, HIPAA, ITS and FEP Projects
Quality Assurance Test Lead

Responsibilities

• Leads efforts with client’s organizational and business groups in support of business strategies to develop quality products and services and ensure regulatory compliance through implementation/improvement of Quality Assurance programs.
• Provides input for strategies, processes, tools, and techniques to identify areas for improvement within the electronic data, systems, and services environment, and executes action plans for implementing improvements.
• Supports execution of key Quality Assurance tasks, which includes audits of vendors and key suppliers, hosted audits, internal audits and QA investigations, quality metrics gathering, and analysis, KPI plans and reports. Identifies and documents business process re-engineering opportunities, which may include current and future state process flows.
• Provides support for the development of processes and tool selection used for the execution of QA tasks that support the creation, analysis, and reporting of quality metrics that measure performance and drive continuous improvement.
• Leads activities to develop and execute QA policies, procedures, practices, and standards for improvement in client processes.
• Participates in cross-functional activities to integrate information and systems that may have a quality and/or regulatory impact.
• Executes and tracks the processes defined in the client’s global strategy for compliance to applicable regulations.
• Collaborates with client to develop and implement Quality Assurance plans, assessments and quality system reports, as well as training programs that provide guidance and direction for the execution of key quality and compliance processes, tools and techniques.
• Assists in establishing the client’s QA Group as a Center of Excellence in the areas of system development, validation, data integrity, system reliability and overall quality.
• Performs project management duties as needed, including the creation of status reports, work plans, and presentations to client leadership.

Education and Experience

• 7 years of experience in one or more of the following:
  o Practical experience testing in large projects.
  o Health plan or other health agency-regulated Quality Assurance, including configuration, software quality assurance, software development and validation. This should include some management/supervisory experience.
  o Oversight of software validation efforts, including those that support automation of processing activities, and providing QA direction and guidance.
• Bachelor’s degree required.
• PMP and/or Six Sigma Belt certification preferred.

Key Qualifications

• Expert knowledge of QA and auditing.
• Strong customer service orientation, with a proactive approach and sensitivity to consistently improving service for the client.
• Process driven, with proven ability to plan and execute multiple concurrent projects.
• Superb written and verbal English language communication skills, as well as interpersonal skills; able to communicate and influence peers, directors and executives, to set clear expectations and realistic goals.
• Strong analytical, problem solving, negotiation and collaboration skills, based upon goal and results orientation.
• Proven skills in data analysis and presentation.
• Meticulous attention to detail.
• Ability to produce accurate and precise work, detect and resolve discrepancies, while meeting deadlines.
• Proven experience in two or more of the following: ICD-10, Medicaid, Medicare, BCBS, ITS, FEP, knowledge of healthcare governmental strategy and business model.
• Expert in the presentation of project ideation, status, solutions and results.
• Ability to assist project leaders with the creation of budget estimates, testing timelines and resource estimates for new projects or system enhancements.
• Proven success in multiple project implementations.
• Expertise with MS Office applications (Visio, MS Project, Outlook, Word, Excel, and PowerPoint) and SharePoint required. Ability to produce high-level visuals and diagrams, as needed.
• Prior experience in health plan testing or management consulting testing roles desired.
• Formal test management training and actual real life experience in test management programs also desired.

Desired Skills and Experience

• PPACA/HCR
• Healthcare Exchange experience
• ICD-9 to ICD-10 conversion
Senior Business Analyst

Responsibilities

- Uses extensive business knowledge and effective communication skills to facilitate and elicit requirements for projects, while effectively managing changes and conflicts during specifications gathering process.
- Works directly with end users to evaluate customer or plan needs.
- Conducts the analysis and documentation of current state and future state, documenting user requirements in the design of the future state workflows, to optimize system functionality. Along with the client modifies or creates new workflows and testing, to improve processes.
- Organizes and synthesizes large amounts of information provided by stakeholders into presentation material.
- Develops business process artifacts (process flow, work state diagrams, etc.) as they pertain to enterprise-level processes, spanning multiple functional areas.
- Documents and implements process improvements and control documentation for traceability and future reuse.
- Develop use cases, test scenarios, test cases, clearly communicate testing methodologies and apply testing methodologies to ensure application quality.
- Identify, communicate, and escalate risks and issues that may require changes to project plans or scope.
- Reviews requests to ensure consistency and compatibility to existing systems and procedures, including researching, validating, and resolving issues, for accurate processing of information. Communicates and escalates information from all levels (leadership to end-users).
- Establishes and maintains collaborative relationships with all associated departments, workgroups, and vendors as required. Communicates effectively and concisely to promote positive relationships.
- Participates in meetings and presentations effectively and professionally. Provides documentation for meetings to report progress, issues, and possible resolution.
- Supports managers, Project Managers, and end-user timelines for assigned tasks. Manages time and activities effectively and efficiently; prioritizes plans and organizes work, to ensure deliverables are completed on time, while producing high quality results. Creates status of tasks, as well as risks and issues.
- Troubleshoots technical issues, and identifies modifications needed in existing applications to meet changing user and regulatory requirements.
- Provides assistance with implementing enhancements and ensuring departments implement new processes supporting the changes.
- Demonstrates and promotes a positive approach to change. Works with managers and Project Managers to deliver changes/project needs.
- Monitors, reports, and collaborates with users/departments to formulate corrective actions for issues.
- Assists in the education and training of end-users.
- Maintains up-to-date knowledge of current trends, and issues in healthcare, national and statewide standards, and legislations, changing policies and procedures

Education and Experience

- Minimum of 10 years of work experience in an analyst or development capacity.
- Exemplary knowledge and a minimum of 10 years of experience in multiple functional areas of health insurance.
- Knowledge of formal business process improvement.
- Bachelor’s degree required.
- IIBA and/or Six Sigma certification preferred.

Key Qualifications
• Solid understanding of payers in the health insurance space. Experience eliciting requirements from business users, to define and document project requirements.
• Knowledge of computer software systems and applications, as well as database set-up and management.
• Expert skills with MS Office Suite, Visio, MS Project, and SharePoint required.
• Proven skills in data analysis and presentation of data, with the ability to produce high-level visuals and diagrams, as needed.
• Proven success in multiple project implementations.
• Superior task management skills, with the ability to work under pressure, independently or as part of a team in situations in which multiple priorities are likely.
• Solid analytical skills; able to translate analysis into outcome into definable, functional requirements or effective business processes. Exemplary troubleshooting and problem resolution ability
• Proven excellence in organizational skills. Meticulous attention to detail, with the ability to produce accurate and precise work and detect and resolve discrepancies, while meeting deadlines.
• Strong analytical, problem solving, negotiation and collaboration skills. Proven ability to participate in several projects at the same time.
• Superb written and verbal English language communication skills, as well as interpersonal skills.
• Strong ability to communicate and influence without authority.
• Effectively and concisely communicate with the business through verbal, written and face-to-face communication.
• Expert in the presentation of configuration ideas, status, solution, and results.
• Proven experience in two or more of the following: ICD-10, Medicaid, Medicare, BCBS, ITS, FEP, knowledge of healthcare governmental strategy and business model.

Desired Skills & Experience

• PPACA/HCR
• Exchange Experience
• ICD-9 to ICD-10 Conversion
• EDI/HIPAA Transactions
• Experience with Medicare-Medicaid, BCBS, HIPAA, ITS and FEP Projects
Business Analyst

Responsibilities

• Uses extensive business knowledge and effective communication skills to facilitate and elicit requirements for projects, while effectively managing changes and conflicts during specifications gathering process. Works directly with end users to evaluate customer or plan needs. Assists with the analysis and documentation of current state and future state, documenting user requirements in the design of the future state workflows, to optimize system functionality. Assists with workflow development and testing, to improve processes.

• Organizes and synthesizes large amounts of information provided by stakeholders into presentation material. Develops business process artifacts (process flow, work state diagrams, etc.) as they pertain to enterprise-level processes, spanning multiple functional areas. Documents and implements process improvements and control documentation for traceability and future reuse. Develops use cases, test scenarios and test cases, clearly communicates testing methodologies, and applies testing methodologies to ensure application quality.

• Reviews requests to ensure consistency and compatibility to existing systems and procedures, including researching, validating, and resolving issues, for accurate processing of information. Communicates and escalates information from all levels (leadership to end-users).

• Establishes and maintains collaborative relationships with all associated departments, workgroups, and vendors as required. Communicates effectively and concisely to promote positive relationships.

• Participates in meetings and presentations effectively and professionally. Provides documentation for meetings to report progress, issues, and possible resolution.

• Supports managers, Project Managers, and end-user timelines for assigned tasks. Manages time and activities effectively and efficiently; prioritizes, plans, and organizes work, to ensure deliverables are completed on time, while producing high quality results. Creates status of tasks, as well as risks and issues.

• Troubleshoots technical issues, and identifies modifications needed in existing applications to meet changing user and regulatory requirements. Provides assistance with implementing enhancements and ensuring departments implement new processes supporting the changes. Demonstrates and promotes a positive approach to change. Works with managers and Project Managers to deliver changes/project needs. Identifies, communicates, and escalates risks and issues that may require changes to project plans or scope. Monitors, reports, and collaborates with users/departments to formulate corrective actions for issues.

• Assists in the education and training of end-users.

• Maintains up-to-date knowledge of current trends, and issues in healthcare, national and statewide standards, and legislations, changing policies and procedures.

Education and Experience

• Minimum of 5 years work experience in an analyst or development capacity.

• Exemplary knowledge and a minimum of 5 years of experience in multiple functional areas of health insurance.

• Knowledge of formal business process improvement.

• Bachelor’s degree required.

• IIBA and/or Six Sigma Belt certification preferred.

Key Qualifications

• Solid understanding of payers in the health insurance space. Experience eliciting requirements from business users, to define and document project requirements.

• Knowledge of computer software systems and applications, as well as database set-up and management.

• Expert skills with MS Office Suite, Visio, MS Project, and SharePoint required.
• Proven skills in data analysis and presentation of data, with the ability to produce high-level visuals and diagrams, as needed.
• Proven success in multiple project implementations.
• Superior task management skills, with the ability to work under pressure, independently or as part of a team in situations in which multiple priorities are likely.
• Solid analytical skills; able to translate analysis into outcome into definable, functional requirements or effective business processes. Exemplary troubleshooting and problem resolution ability
• Proven excellence in organizational skills. Meticulous attention to detail, with the ability to produce accurate and precise work and detect and resolve discrepancies, while meeting deadlines.
• Strong analytical, problem solving, negotiation and collaboration skills. Proven ability to participate in several projects at the same time.
• Superb written and verbal English language communication skills, as well as interpersonal skills.
• Strong ability to communicate and influence without authority.
• Effectively and concisely communicate with the business through verbal, written and face-to-face communication.
• Expert in the presentation of configuration ideas, status, solution, and results.
• Proven experience in two or more of the following: ICD-10, Medicaid, Medicare, BCBS, ITS, FEP, knowledge of healthcare governmental strategy and business model.

**Desired Skills & Experience**

- PPACA/HCR
- Healthcare Exchange Experience
- ICD-9 to ICD-10 Conversion
- EDI/HIPAA Transactions
- Facets Experience, preferably 5.01 R10