**Kavya Garg**

Healthcare Business Analyst

**SUMMARY**

Detail-oriented Business Analyst with 3+ years of experience in US healthcare operations and digital health systems. Background in clinical practice (BDS) and healthcare management (MBA). Experienced in gathering requirements, documenting workflows, and collaborating with cross-functional teams across agile sprints. Contributed to product enhancements and process improvements at scale. Strong exposure to tools like Jira, Balsamiq, and MS Visio. Actively exploring AI-driven healthcare products and automation-led solutions.

**SKILLS**

• Agile Methodology | SDLC | Requirement Gathering | User Stories | BRD/FRD  
• Tools: JIRA, Confluence, Balsamiq, MS Visio, Power BI, Excel  
• Basic SQL | Data Interpretation | Documentation Lifecycle

**WORK EXPERIENCE**

**Cotiviti**  April 2022 – January 2025

Title-Healthcare Business Analyst

Responsibilities:-

* Analyzed state Medicaid guidelines to define and document business rules for accurate billing and reimbursement processes.
* Supported payment integrity initiatives by contributing to policy creation aimed at minimizing Fraud, Waste, and Abuse (FWA) in healthcare claims.
* Collaborated with U.S.-based Medical Directors to maintain and validate the Payment Policy Library, ensuring accuracy and version control.
* Participated in scheduled Medicaid policy reviews, aligning updates with operational workflows and compliance standards.
* Responded to internal and client queries by researching and interpreting medical policies, providing clear documentation and clarification to support business decisions.

### **Projects**

* **Electronic Claims Library (ECL) tool:** Supported the development of a centralized platform for managing Medicaid related policy and data comparison; contributed to requirement gathering, documentation, and agile sprint planning.
* **ECL Pro Enhancement:** Contributed in documentation and user story creation for a new tracking feature to streamline policy update visibility and improve audit readiness

**Drucare** January 2022 – April 2022

Title-Business Analyst Trainee

* Participated in Agile sprints, supporting development teams in requirement gathering and testing of EMR module of HIMS software “Drucare one”
* Assisted in creating user manuals and process documentation to aid system adoption.
* Provider interaction and vendor sessions to understand system enhancements.

**EDUCATION**

**MBA in Healthcare Management** Hyderabad, India

*Administrative Staff College of India* 2020 – 2022

**Bachelor of Dental Sciences** Bengaluru, India

*K.G.F College of Dental Sciences*  2015 – 2020

**CONTACT INFORMATION**

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**CERTIFICATIONS**

• Business Analysis – COEPD (IIBA Endorsed)  
• AWS Cloud Practitioner – (Simplilearn)

•Scrum Fundamentals Certified (SFC™)