Gabriela Stojanović Lead Business Analyst

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PROFILE SUMMARY

- **Lead Business Analyst** with **11 years** in **health insurance** at Blue Cross and Blue Shield of Minnesota and Anthem, now leading the BAs on Blue Cross's **prior authorization program** under the **CMS-0057-F** rule.
- Works across API specs (**FHIR R4**, Swagger, Postman), EDI (**X12 278** and 834), data (**SQL**, Snowflake, Excel), modeling (BPMN 2.0 in Visio), delivery (**Azure DevOps**, Confluence) and reporting (**Power BI**).
- Expert in **prior authorization**, **UM decision rules** and payer APIs built on the **Da Vinci CRD, DTR and PAS** guides, and traces every requirement back to the rule section it comes from.
- Works with the **UM and provider relations directors**, compliance and IT, plus outside API vendors, and reports program status to the **interoperability steering committee** every month.
- Leads **4 business analysts**, wrote the BA team's standards for **user stories, traceability and UAT sign-off**, has helped 2 analysts earn senior titles since 2023, and holds the **IIBA CBAP**.

TECHNICAL SKILLS

Requirements & Documentation:	BRDs, functional and non-functional requirements, use cases, user stories, acceptance criteria, interface specs, traceability matrix
Modeling & Diagramming:	BPMN 2.0, Visio, Lucidchart, UML sequence diagrams, value stream mapping
Data & SQL:	SQL, Snowflake, Excel, Python (pandas basics), data profiling, source-to-target mapping
BI & Reporting:	Power BI, DAX, Tableau, KPI dashboards
Delivery & Collaboration Tools:	Azure DevOps, Confluence, Jira, Miro, SharePoint, Smartsheet
Methods & Frameworks:	Agile, Scrum, SAFe, Waterfall, BABOK v3
Systems, APIs & Testing:	HL7 FHIR R4, Da Vinci CRD, DTR and PAS, X12 278 and 834, REST APIs, Swagger, Postman, TestRail

EDUCATION

University of Minnesota Carlson School of Management — **B.S.B. in Management Information Systems** — Minneapolis, MN · Sep 2011 to May 2015

IIBA — **CBAP certification** — Indianapolis, IN · Oct 2019

WORK EXPERIENCE

Blue Cross and Blue Shield of Minnesota — **Principal Business Analyst** — Eagan, MN · Apr 2021 to Present

- Ran discovery workshops with UM nurses, medical directors and provider relations ahead of the **Jan 2026** decision deadlines, finding the fax and phone request types behind **61%** of late standard decisions.
- Turned the **CMS-0057-F** rule text into business requirements with the compliance office, tracing each one to its rule section, design and test case in **Azure DevOps**, and the 2025 internal audit closed with **0 findings**.
- Set the story standard for the **4 BAs** on the program, with Given/When/Then criteria and a definition of ready, and ran weekly refinement that cut stories pulled mid-sprint from 19% to **5%**.
- Scored 3 vendors and an in-house build for the **Prior Authorization API** against the Da Vinci **CRD, DTR and PAS** guides, and wrote the business case the steering committee approved at **$3.8M**.
- Led UAT and the go or no-go call for the **72-hour** expedited and 7-day standard decision rules for Medicare Advantage and Medicaid members, and on-time standard decisions reached **98.6%** in Q1 2026.

Anthem, Inc. (now Elevance Health) — **Business Analyst II, then Business Analyst III** — Indianapolis, IN · Jun 2015 to Mar 2021

- Wrote the **source-to-target mapping** for member eligibility and accumulator files when pharmacy members moved from Express Scripts to **IngenioRx** in 2019, with **SQL** checks that caught **3,412** mismatched deductible balances before cutover.
- Drew current and future-state **BPMN** maps of member appeals in **Visio** for a case management system replacement, and the gap analysis cut average appeal turnaround from 24 days to **17**.
- Wrote job aids and ran training for the appeals associates moving to the new case system, then led **hypercare** after go-live, with **96%** of new cases worked in it by week 4.