

# Nisha Ravikumar

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## Objective

I am a professional Account Receivable Caller with 2.5 years of experience, eager to contribute outstanding communication and critical thinking skills to a reputed organization.

## Experience

- **Quintessence Business Solution and Services ( A first source Company )** Jun 09 2023 - Sept 05 2024  
Account Receivable Caller  
Review the allocated Claim and check status by calling payer or through IVR/Web portal . Ask a series of relevant questions depending on the issue with the claim. Prepare Call notes , initiate or execute the corrective measures by sending necessary documents to payer.
- **Access Healthcare** Sept 09 2024 - Nov 05 2025  
Account Receivable Caller  
Review the allocated Claim and check status by calling payer or through IVR/Web portal . Ask a series of relevant questions depending on the issue with the claim. Prepare Call notes , initiate or execute the corrective measures by sending necessary documents to payer.

## SPOC Experience - Tegria Team

- Team Productivity and Quality : Coordinate with team members to achieve their productivity and quality goals.
- Updates and Reports : Provide the regular updates and reports to user.
- Cross-Auditing : Cross-audit the accounts and provide the feedback to respective users.
- Error Documentation and Resolution : Document the team member errors and provide the guidance to resolve issues.
- Query Resolution : Resolve the team member queries in a timely and effective manner to minimize the workflow disruptions.

## Education

- **St.Joseph's Mat.Hr.Sec.School** 2017-2018  
10th  
86.8%
- **St.Joseph's Mat.Hr.Sec.School** 2019-2020  
12th  
72.5%
- **SRM Arts and Science College** 2020-2023  
B.Sc., Mathematics  
88%

## Projects

- **Akron Radiology ( Ohio ) Medical Imaging and Therapeutics ( Florida)**

### Physician Billing

Billing software : Streamline MD

Speciality : Radiology

Worked on behalf of the provider to obtain payment from the payer by following up on unpaid claim or denied medical claims by sending corrected claims and appeals to get payment processed .

- Bienvenido farjado , B Fajardo , Lighthouse Adult health , Laurelton Medical Centre , MZF medical Centre ( New York )

Physician Billing

Billing software : E-Clinical works

Speciality : Internal medicine , Family nurse practitioner , Family medicine , Emergency medicine , Nurse practitioner in adult health .

Worked on behalf of the provider to obtain payment from the payer by following up on unpaid claim or denied medical claims by sending corrected claims and appeals to get payment processed .

- **Tegria Multiple Facility**

Hospital billing and Physician billing.

Billing software : Epic

Speciality : Multi Speciality

Worked on behalf of the provider to obtain payment from the payer by following up on unpaid claim .

## Skills

- Account Receivable , Billing software skills , Analytical skill, Medical billing , Denials management , RCM cycle , Team management .

## Achievements & Awards

- Received an Best Academic and best out going student Award in my College.