

# Umair Hassan

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## About

Experienced Medical Billing and Customer Service professional with a strong background in Revenue Cycle Management (RCM), Authorization, Insurance Verification, and Eligibility & Benefits Verification. Proven expertise in managing claims, and ensuring compliance with payer requirements. Adept at streamlining workflows, improving reimbursement accuracy, and maintaining excellent communication with providers, patients, and insurance companies. Passionate about contributing to the financial health and operational excellence of healthcare organizations across global markets.

## EXPERIENCE

- **May 2023 – Present | IPS Pakistan (Information Process Solutions)**  
**Role: Team lead (Eligibility and benefits along with Authorization specialist)**
  - Serve as Eligibility and Benefits Specialist and Accounts Receivable Manager for ADCC (Advance Dermatology and Cosmetic Laser Care).
  - Eligibility and benefits verification with authorization,
  - Provide comprehensive support across multiple practices to ensure efficiency and accuracy.
- **Jan 2023 – May 2023 | Speridian Technologies**  
**Role: Senior Customer Care Representative**
  - Delivered exceptional customer service in a BPO call center environment.
  - Led and mentored a team, handled complex customer inquiries, and resolved issues promptly.
  - Contributed to process improvement initiatives and enhanced overall customer satisfaction.
- **Dec 2021 – Dec 2022 | HQ Analytics**  
**Role: Senior Medical Biller (VOB)**
  - Processed and documented medical claims accurately and ensured timely reimbursements.
  - Collaborated with healthcare providers and insurance companies to resolve billing discrepancies.
  - Enhanced revenue cycle efficiency through detailed claim analysis and verification.

## SKILLS & TOOLS

- Eligibility and benefits verification
- Insurance Verification
- Enrollment and credentialing Verification

- Accounts Receivable
- Authorization
- EHR Systems
- ICD-10 / CPT Codes
- HIPAA Compliance
- Customer Service Excellence
- Team Leadership
- Problem Solving
- Effective Communication
- Adaptability
- Process Improvement
- Multitasking
- Conflict Resolution
- Client Relationship Building

## EDUCATION

2016 — 2018 | Masters in Business Administration

Lahore Board of Intermediate and Secondary Education.

2015 — 2016 | Matriculation

Lahore Board of Intermediate and Secondary Education.

## Summary

I am passionate about contributing to the financial health of healthcare organizations by reducing claim errors, improving collections, and ensuring compliance with payer guidelines. My goal is to bring value through accuracy, efficiency, and dedication to excellence in medical billing operations. **I am available for remote job opportunities globally.**