

## CONTACT

8008943306

Chinnalaramya666@gmail.com

## EDUCATION:

- Montessori Mahila kalasala B.COM (Computers) (85%)
- Siddhartha Mahila Kalasala Board of Intermediate Education (75%)
- M.K Baig MCH School, Board of Secondary Education (82%),

## SKILLS

- MS office,EMR applications, HIPAA ,Team Leadership, Member & Provider inquiries, UB-04 Claims,CMS 1500, Claims Adjudication, Team management,Acting SME/TL, Authorizations,Eligibility, Benefits Verifications.

## ACHIEVEMENTS:

- Achieved 19 impact awards (Highflyer, All-Rounder) on maintaining Quality & Accuracy with 100%.
- Received Appreciation emails from onshore clients for diligently handling claims within the TAT
- Recognized for exceptional contributions to team performance, problem solving skills & leadership.

## KEY COMPETENCIES:

- Excellent verbal and written communication Skills.
- Ability to do repetitive tasks accurately.
- Empowering our team by letting them collaborate and discuss ideas,opinions, motivate and lead others in a project team environment

# Ramya Chinnala

SENIOR ASSOCIATE CLAIMS

## PROFESSIONAL EXPERIENCE:

**Carelon Global Solutions India LLP**

April 15th, 2020 – present, Hyderabad, India

- Acted as a subject matter expert by providing training, coaching, responding to complex issues.
- Processed Professional, Institutional, Cob, Medicare & Medicaid, Member submitted claims. Worked on Provider, Member Payment, Claims Adjudication and Appeal Disputes.
- Managed complex claims for healthcare providers, ensuring accurate and timely processing. Collaborated with internal and external stakeholders to resolve claim claim issues and improve efficiency.
- Analyzed data to identify trends and opportunities for process improvement.
- Owned Inventory, Pends list, Aging Items and Attendance tracker. Handled High dollar claims with 100% accuracy.
- Provided end resolution to the Member correspondence requests, clients and internal stakeholders.
- Worked with colleagues across the organization to research inquiries in a prompt, and accurate manner.
- Good knowledge in CPT, HCPCS and Diagnosis codes.
- Published weekly, monthly Production and quality reports.
- Conducted Error review sessions and Knowledge sharing on new workflows to meet the team accuracy or success.

**Aegis Customer Support Services Pvt Ltd,**

Executive - Operations

May 14<sup>th</sup>, 2019 - Feb 2020 Vijayawada, India

- Following the conversational script provided by Comcast and keeping the customer calls to under 10mins.
- Listened to customer's feedback or needs for total customer satisfaction
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Contributed to team effort by accomplishing related results as needed, managed large amounts of incoming calls.
- Providing information on additional products and services.
- Escalating customer calls to my supervisor, if needed.
- Resolved product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting, and explaining the best solution.
- Informed customer of delas and promotions, utilized computer technology to handle high call volumes.