

# Dinesh Suryawanshi

## Sr. Quality Analyst

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## PROFESSIONAL SUMMARY

I'm a motivated business professional with 6+ years' experience in the corporate sector and a Master's in Business Studies. Skilled in healthcare management, operations, and data analytics, I've led teams to drive process improvements and achieve strategic goals. Committed to making a positive impact in healthcare."

## RELEVANT SKILLS

- **Professional** : US Healthcare Revenue Cycle Management, HIPPA rules and regulation, Team Management, SLA, Account Receivable Management, Denial Management, AR reports, Claim auditing, DPO and DPU Audit methods, RCA reports, 7 basic QC tools, Feedback Mechanism.
- **Software's** : EPIC, ECW, Allscripts, Nextgen, Raintree, Imagine, EHR, Centricity, SRS (Medical records), Kareo, Office365.
- **Processes** : FQHC billing, Dental, DME, Therapies, Orthopedic and Multispecialty.

## WORK EXPERIENCE

### Coronis IT System Private Limited.

Mohali, Chandigarh

#### Sr. Quality Analyst (Acting Quality lead)

Feb 2024 to Present

- Verify Error Logs placed at path and notate errors reported daily.
- Work as single point of contact between US and India production team for error rebuttals.
- Conducting process knowledge test & sharing feedback with the team.
- Review errors marked if any by client and provide feedback.
- Ensuring timely follow-up with the onshore team to resolve concerns / queries & taking sessions on those updates.
- As part of Quality team we insure SLA is being achieved as per Client's expectations.
- Generating daily, weekly & monthly Quality Reports.
- Attend weekly & monthly calls with Onshore team to identify Key focus areas, updates and performance of India Team

#### Quality Analyst

Mar 2022 to Jan 2024

- Conduct regular Feedback sessions for Agents.
- Conduct calibration sessions with operations and training team
- Analyze findings from process reviews and develop reports to highlight trends/ opportunities for improvement
- Audit as per DPU and DPO,
- Generating daily, weekly & monthly Quality Reports.
- Prepare Monthly RCA.
- Having a knowledge of 7 tools of quality.
- Providing trainings to agents on quality parameters, KRA's

#### Senior Analyst (Subject Matter Expert)

Oct 2020 to Mar 2022

- Conduct regular Feedback sessions for Agents.
- Maintain client expectation/process workflow with internal audit.
- Manage day-to-day activities with the team.
- Perform quality check on the A/R follows or EOB denial analysis work done by the team before it is sent to the clients.
- Papering weekly summary and data showcase for client meeting.
- Manage Inventory and allocation.
- Running AR reports determining outstanding balances, cash collections and inventory.

## **Inventurus Knowledge Solutions Private Limited.**

Mumbai

### **Revenue Cycle Representative**

Dec 2019 to Oct 2020

- Manage client escalation through email. And ensure it will resolve within time frame.
- Monitoring Revenue Cycle Management ensure that goals are met.
- Worked with individual practices to adopt best practices and improve existing processes.
- Acted as a liaison between the Practice and the Home Office to ensure the RCM Goals are met and that implementation are completed in a timely manner.
- Processed/Sent and Received medical records for denied claims with clinical and coding summary reports.

## **Gebbs Healthcare Solutions.**

Mumbai

### **Line Trainer (ATL)**

Mar 2019 to Dec 2019

- Mentored new hires, resulting in stronger staff development and increased productivity.
- Scheduled and taught in class and online courses to increase learning opportunities.
- Teach and Explain Software, data management and process etiquette.
- Floor support for new hires.
- Proved ability to meet deadlines and to increase efficiency and accuracy of a workflow.

### **Sr. Accounts Receivable**

Jan 2018 to Feb 2019

- Contact insurance carriers or other responsible parties to confirm payment date and details.
- Handle all claims on denials, rejections, and no response
- work queue and follow up, review and document accordingly.
- Extensive Knowledge of all insurance payers (BCBS, Managed Care, Commercial, Medicaid, Medicare, and Workers Compensation)

## **EDUCATION**

- **Bachelors in Arts**, Year 2015  
North Maharashtra University, India
- **Master in Business Management**, Year 2019  
North Maharashtra University, India

## **SKILL HIGHLIGHTS**

- Good communication
- leadership skills.
- Hard working.
- Problem solver.
- Multi tasker.
- Time management skills.
- Ability to establish team work.
- A strong willingness to learn new skills and abilities and observe perception.
- Initiative for taking new responsibilities and high Interpersonal skills.

## **LANGUAGES**

- English (Level-C1), Hindi (Level-C2), Marathi (Native Language)