

Nakul Dhanishetty

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Career Objectives:

To succeed in an environment of growth and excellence and earn a job which helps in self-development and achieve personal as well as professional success.

OPTUM GLOBAL SOLUTIONS (Jan 2022 – till date)

SENIOR CLAIMS ASSOCIATE

- Billed weekly, monthly, and daily drugs/supplies to patient as per the utility and prescription given by PCP/Physician.
- Billed across all the payers with different pricing standards and within set of guidelines.
- Working on multiple therapies.
- Seek assistance from internal partners to resolve billing issues.
- Modify and/or create invoices as needed to meet specific customer requirements.
- Analyze reports against existing billing data and make appropriate changes to ensure billing accuracy.
- Managed collections and billing processes, ensuring accurate and timely submission of claims.
- Conducted audits to identify discrepancies and errors, implementing corrective actions to improve accuracy.
- Collaborated with clients to address concerns and resolve payment issues, enhancing client satisfaction.
- Led accounts receivable activities, optimizing cash flow and minimizing overdue accounts.
- Participated in team training and mentoring, contributing to skill development within the department.

RI-RCM (2020-22)

SENIOR ANALYST

Roles & Responsibilities:

- Worked with R1 RCM in Physician billing as senior analyst claims from June 2020 to till Jan 2022.

- Oversaw daily Billing Department functions, including medical coding, charge entry, payment posting, and reimbursement management.
- Reviewed and validated accuracy of charges including dates of service, services provided, location and provider signature.
- Completed and submitted CMS-1500 Forms & UB-04.
- Assigned ICD-10 to physicians' diagnosis and insured the correct level of service and various other CPT codes.
- Connected with Insurance and patient aging to resubmit insurance claims when necessary.
- Presently Associated with US based non claims.
- Timely Escalations of issues and coordinated with clients and implement and maintain Employer contracts.
- Resolving issues through MS Outlook.
- Handling billing and charge entry work.
- Performing audits of new folks when assigned by supervisor.

Hinduja Global Solutions: (2018-19)

Process Consultant

Roles & Responsibilities:

Work in line with the US Federal laws and procedures.

- Call insurance companies and check on the claim status.
- Strictly using the Process instructions/references and tools to work on claims.
- Working on priority claims as per client requirement and meeting the production and quality TAT.
 - Responsible for claims overpayment recovery and adjustment claim amount by in depth researching.
- Adjusting manual and system error in the activities by researching and different applications.
- Supported team as a MRT (Management Review Team), reviewing, and auditing the account follow up done by associates. Identifying the errors and provide necessary feedback to rectify the errors. • Handled the High Dollar team in projects. My work involved Analysing accounts speaking to Insurance team and resolved issues with Insurance pay on the accounts.
- IT SPOC of the team. Looks after all the IT issues team is facing from finding the error, raising tickets, following up until it resolves.
- Work under the supervision of the internal IT auditors when scheduled a session. Explaining the process, risk associated and controls against risks as part of the Controls and Compliance Security.
- Preparing a High Dollar report to present it to client on accounts which are collected and are yet to be collected.
- As our client was outsourcing their business for the first time, me as a member of pilot batch got knowledge transferred directly from clients, prepared Standard Operating procedures, got that

SOP's approved by clients and taken into working.

- Transferred the process knowledge of my role to the backup resources with strong conceptual knowledge.
- Working on the following work type and queues:
 1. Appeal no response
 2. Recoupment WQ
 3. Medicaid and Medicare no response
 4. Commercial no response
 5. Crossover claim with no response WQ
 6. Flexible in team support.
 7. Trained new employees for all the WQs

Karvy Computer Share Pvt Ltd Hyderabad (2016-18): A management professional with 23 months of experience in operations and client servicing in the financial service sector as Registrars an Issue and Share Transfer agent at Karvy Computer Share Pvt Ltd, Hyderabad from July 2016 to June 2018.

Roles and Responsibilities in Karvy:

Process for Non-Commercial Transactions, for who have securities in physical form

Process for Commercial Transactions, for who have securities in physical form

Involvement of Special Activities at the workstation

Project Details:

Title: Commodity market.

Organization: **Religare**

Academic Details:

- MBA from Malla Reddy Institute of Technology 2016.
- Graduated from Jagruthi Degree and P.G. College affiliated to Osmania University with 2014.
- Intermediate from Narayana Junior College, under Board of Intermediate with 2010.
- S.S.C from Arya Bhatta High School, under Board of Secondary Education 2008.

Declaration:

I hereby declare that all the above particulars are true and to the best of my knowledge.

Place: Hyderabad

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