

AVINASH CHINTA

Quality Expert

Hyderabad, India

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PROFILE

I am a self motivated, dedicated Quality Expert with a background in US Health care RCM for the past 4 years. Seeking to leverage leadership expertise in my career.

EMPLOYMENT HISTORY

- ❖ **AR Associate, Infinx services pvt ltd** Dec 2019 — Jan 2022
Hyderabad
- Worked in AR collection Process.
 - Follow up with AR & Denial Management, payment posting on California & Arizona operations Assisting Junior and team members in project updates from clients.
 - Performed account audits for appeals and finding trends to share with clients.
 - Responsible to collect the payments on the claim.
 - Ensure to exceed the threshold of Quality and productivity.
 - Recognized and responded to team' individual needs and learning.
 - Ability to handle Protected Health Information in a manner consistent with the Health Insurance Portability and Accountability Act (HIPAA).
- ❖ **Senior Claims Associate , Optum Global Solutions** Jan 2022 — Apr 2023
Hyderabad
- Performing account adjustments, and following up on denials ensuring the claim towards payment.
 - Follow up on claims and eligibility via insurance portals and telephones.
 - Analyzed data, identified trends and variances, and provided timely and accurate reports to senior management.
 - Experience in working with Correspondence, Over payments, Credit balance, Short payment, Appeals, Adjustment reviews.
 - Review and analyze claims for accuracy and completeness before submitting to payers.
 - Identify and resolve issues with denied or rejected claims.
 - Follow up on unpaid claims and collections to ensure timely payment.
 - Analyze billing and payment data to identify trends and opportunities for improvement.
 - Ability to handle Protected Health Information in a manner consistent with the Health Insurance Portability and Accountability Act (HIPAA).
- ❖ **Quality Expert , IKS health Pvt.Ltd** Apr 2023 — Present
Hyderabad
- Implemented quality control measures to ensure quality standards were met.
 - Responsible to Educate the team members on the process updates and SOP.
 - Responsible to Conduct the process knowledge test in order to fill the knowledge gap.
 - Identify the Error Trends and bring up with the new solution to prevent the revenue loss.
 - Maintained quality metrics for tracking and measuring performance of Individual team members.
 - Performing the Root cause analysis on each Error and educating the team with the feedback.
 - Helping in meeting the client expectations of threshold Quality.
 - Creating and publishing the Audit reports on daily basis.
 - Maintaining the Consolidated Audit files of the team.
 - Calibrating with the client for the new learning and gauging the audit performance.
 - Ensure compliance with billing regulations and guidelines.
 - Stay up-to-date on changes to healthcare regulations, coding guidelines, and payment systems
 - Ability to handle Protected Health Information in a manner consistent with the Health Insurance Portability and Accountability Act (HIPAA)

EDUCATION

❖ **Triveni Talent School** Aug 2000 — Jun 2013
 SSC kothagudem

Completed SSC with 8.8 GPA

❖ **Nalanda Junior College** Jul 2013 — May 2015
Intermediate kothagudem

Completed Intermediate in M.P.C with 89%.

❖ **Guru Nanak Institute of Technology** Aug 2015 — Jul 2019
B.tech Hyderabad

Graduated with honor in specialization of Electrical and electronics engineering.

SKILLS

Leadership and Teamwork
 Interpersonal Skills
 Critical thinking and problem solving
 Microsoft PowerPoint
 Self-motivation
 Conflict Resolution
 Leadership Skills
 Problem Solving
 Ability to Multitask
 Decision Making

Fast Learner
 Teamwork
 Ability to Work Under Pressure
 Customer Service
 Adaptability
 Communication
 Microsoft Office
 Quality Management
 Computerized Systems
 Quality Assurance

LANGUAGES KNOWN

❖
 • Telugu
 • Hindi
 • English

STRENGTH

❖
 • Have a Superlative attitude toward understanding Problems to obtain solutions.
 • Self-motivated
 • Good leadership to maintain a team.
 • Creating a positive environment.
 • Good team spirit.

DECLARATION

❖
 I, the undersigned, declare that the information provided in this resume is true and accurate to the best of my knowledge.

I hereby declare that the above particulars of information furnished above is true, complete to the best of my knowledge.