

Pushpa R

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OBJECTIVE

Looking for a challenging and exciting environment to work as an effective team member where I contribute towards the growth of the organization and add value to myself. Intend to build a carrier with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key in challenging & creative environment.

WORK EXPERIENCE

Assistant Manager RCM Billing, Svast Healthtech- Working Currently.

Responsibilities:

- Onboarding new clients/Doctors, setting realistic goals, analysis and decision making.
- Good Knowledge in end-to-end RCM with AR Strategy, Credentialing, Billing and Posting.
- Interacting and addressing with clients to understand their requirements and any concerns or issues
- Ensuring timely and effective communication with clients regarding project updates and milestones
- Oversee the proper execution of projects, ensuring adherence to established processes and SLA's
- Monitor the quality of work performed by individuals or the team and provide constructive feedback as needed.
- Maintaining the process documents and ensuring they are regularly updated to reflect any changes or improvements.
- Record all updates and communications from clients for future reference and reporting purposes
- Handling end to end process for Revenue Cycle Management including provider contract, credentialing.
- Prepare and present monthly Business Reviews with client focusing on past month performance, immediate feedback and KPI/SLA reviews, Prepare and present Quarterly Business Reviews with client focusing on long term trends and improvements opportunities
- Present professional presentations and analysis of work performed to management & client.

Assistant Manager, R1RCM India Global Private Ltd

Responsibilities:

- Establish operation strategy in a team for improving Productivity and Quality
- Staff Management, Inventory Management, Planning and Monitoring employee performance and management
- Managing Un worked/Overdue, Escalations, managing TFL report and write off inventory
- Finding root cause and action planning for managing the Metrix.
- Preparing reports for weekly/monthly calls
- Provide One on One feedback and also send email with the productivity/quality feedback on a daily/weekly

Team Lead, Omega Healthcare Private Ltd

Responsibilities:

- Handled total team of 36 users including AR and Billing
- Handling the AR, Charges and Payment Posting, was reporting to Manager
- Work with QCA / Process Coach to continuously improve the performance and the quality of the team
- Provide One on One feedback and also send email with the productivity/quality feedback on a daily/weekly
- Preparing weekly/Monthly AR reports including AR days NCR and GCR report

Sr. AR Associates, Excel Info Park Cochin

Responsibilities:

- Denial managements review, calling insurance and checking for claim status
- Analyzing claims and working towards resolution
- Calling insurance and checking on the unpaid claim status

AR Associates, Sys information Mysore 5/2012 to 9/2013

Responsibilities:

- Denial management, AR follow up, Charges and Payment posting

EDUCATION

Bachelor Degree from Mysore University

May-2011

Computer Operator and Program assistance course
Government ITI Mysore

Jul-2007

**ADDITIONAL
SKILLS**

Microsoft Office package: Microsoft Word, Excel, Access
Database operation: Microsoft Office Access
Programming: C++

**SKILL AND
COMPETENCIES**

Over all 11+ years of experience in RCM billing

1. Worked with Multi specialties such as Ambulance Billing, Urology, Lab Billing, Oncology, Acute care, ED, Hospital Billing, OBGYN, Family Practice, General practice.
2. Was successful in bringing down the higher aging on above 90+
3. Ability to stream line the process with innovative ideas
Build cordial relationship with organization and colleagues
4. Well versed in all areas of medical billing such as
Private/Commercial Insurances, Worker's
Comp/MVA claims, Medicare/Medicaid claims, claim
submission/Follow-up, Appeals, Denials, EOB's, Payment
Posting, Charges, Correspondence, Credit Balance, patient
statements.
5. Onboarding new process, setting realistic goals, analysis and
decision making.
6. Credentialing/Contracting work experience is added
advantage.

**APPLICATION
KNOWLEDGE**

Athena, Epic, R1d, CERNER, Nextgen, AllScript, Centricity,
Intergy, Jaguar, Advance MD, Flow-Cast, ICPM, Office Alley,
eCW, Availity, IMS.

Personal Info

DOB: 23/02/1989

Father Name: Ramu L

Nationality: Hindhu

Marital Status: Married

Place: Mysore

Signature
(Pushpa R)