

CURRICULUM VITAE

BHASKAR BASUMATARI
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Career objective

Seeking a position to utilize my skills and abilities in the organization Industry that offers Professional growth while being resourceful, innovative, and flexible. Dynamic leader and change agent for continuous improvement and quality assurance. Proven results in exceeding targets and while improving efficiency. Demonstrated skills in creating, leading, and executing process improvements.

Work Experience:

(9+ years in RCMS-from Nov 2014 to present)

SUTHERLAND HEALTHCARE SOLUTIONS, HYDERABAD, INDIA (Nov'2014- Current)

Role: Team Leader

Roles and Responsibilities:

- ❖ Working on US Healthcare - Account receivable process (RCMS).
- ❖ Coordinating with Billing & Coding team for error free claim submissions.
- ❖ Managing the inventory in daily basis as per the client priority.
- ❖ Sharing daily dashboard with the management and client
- ❖ Preparing the PPT and presenting in the weekly/Daily Client call.
- ❖ My primary responsibility to drive the team to do the production with quality and meeting client SLA daily/weekly/Monthly
- ❖ Handling 3 projects with team size of 23 FTEs
- ❖ Help the team if they have any challenges to meet the target
- ❖ Training the new joiners on application and process.
- ❖ Preparing the Account Receivables Review reports on weekly basis to understand the AR Status and sharing the same to clients
- ❖ Creating the self registered insurance web logins to check the claim status, eligibility, and benefits.
- ❖ Responsible to clearing the clearing house edits and application edits to release the claims to insurance.
- ❖ Correcting the claims as per the coding response and per blanket approval updates from client.
- ❖ Preparing the work file and sharing with the team members as per client priority (Aging, Dollar amount).
- ❖ Investigating the work file and finding out the bulk issues and resolving the issues as bulk and updating with the client to get the blanket approval.
- ❖ Identifying the team member specialties, as per insurance or provider specialty.
- ❖ Taking the regular team huddles to providing team status on production, quality and will discuss client updates.
- ❖ Training the new joiners on system application and RCMS process.
- ❖ Completing the work files with in client TAT.
- ❖ Providing the status and action codes training as per scenario/denial.
- ❖ Coordinating with the internal coding team to resolve the coding issues.
- ❖ Sharing the team attendance report in daily basis and tracking the agent leave data.
- ❖ Preparing the master production tracker and daily productivity summary to share with the client.
- ❖ Preparing the summary as resolved vs Clarification claims with the dollar amount.

- ❖ Preparing the clarification and coding logs based on the denial scenario.
- ❖ Providing extra training to bottom performing agents.
- ❖ Responsible for internal audits and sharing the feedback to team
- ❖ Coordinating with the quality team to find out the error criteria.
- ❖ Issuing the PIP to continuous bottom performance users.
- ❖ Working on client emails as priority.
- ❖ Coordinating with the MIS team to prepare the inventory summary.
- ❖ Finding and resolving the new issues and updates.
- ❖ Preparing the incentive reports based on the production, quality, leaves, time on system and behavior.
- ❖ Taking 1&1 sessions with the each agent monthly basis, understand the professional and personal issues.
- ❖ Encouraging the team to providing the star of the month certificates.
- ❖ Preparing the updates and web site trackers, to all the team members on same page.
- ❖ Responsible to clear the pending claims.

Applications Familiar:

IDX, ETM, Epic software, E Brigde, Gateway, Athena IDX, UHIS application (All insurance web sites)

Educational Qualification:

Examination	Specializations	School/College	Board/University	Year of passing	Percentage
B-Tech	Mechanical	Tezpur University	Tezpur University	2012	66.90
AISSCE	PCMB	Guwahati Public School	CBSE	2007	61.00
AISSE	All Subjects	South Point English High school	CBSE	2005	68.00

Personality Traits

- ❖ Flexibility in approach
- ❖ Good inter personal skills
- ❖ Strong People Management
- ❖ Excellent Communication Skills
- ❖ Financial and Problem Solving Skills
- ❖ Negotiations and Escalation Skills
- ❖ Responsiveness to Change
- ❖ Quick perception
- ❖ Ability to work in team

Additional Skills:

- ❖ Self-motivated with positive attitude and a strong belief in team work.
- ❖ Capacity to deliver positive results in a high-pressure environment, and achieving immediate and long-term goals.

Personal Profile:

Name	:	BHASKAR BASUMATARI
Father Name	:	HIRAMON BASUMATARI
Date of birth	:	07/01/1989
Marital Status	:	Unmarried
Nationality / Religion	:	Indian / Hindu
Contact Details	:	91-8099198167
Languages Known	:	English, Hindi and Assamese.

Declaration:

I hereby declare that the details mentioned above are true and correct to the best of my knowledge.

Date:

Place:

(BHASKAR BASUMATARI)