

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 note 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 with in 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)