

N. HARSHAVARDHAN RAYAL

QC/TL

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I am a highly passionate individual with **8 years of experience in Medical billing** who thrives upon seeking new challenges through my career as a Team Lead . My initial years of working in the business industry push me to go further in discovering more things in it. Of course, I am motivated to join a group of seasoned and experienced professionals in the industry respectively.

Experience

● Quality Analyst at Avontix

Mar 2022 - Sep 2023

- Leading scheduled client calls and preparation of process documents.
 - Worked as Quality for two process.
 - Maintained SOP for existing process and created SOP for new process.
 - Prepared a Road Map for 40 AR scenarios for freshers to improve their Quality and knowledge.
 - Conducted PKT on monthly basis and share the results with operation.
 - Collected essential statistics required to identify the root cause of errors.
 - Improved client satisfaction ratings through ongoing team coaching and development, refining service performance to enhance revenue growth and reduce errors.
 - Created and maintained audit reports and shared to operations on daily basis.
 - Conducted quality meet and refresher training on weekly basis.
 - Created general notes format for freshers and appeal format to increase the appeal success rate.
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- Promoted as Team leader on Mar-2023 and handled team of 21 users
 - Keeping tracking of user's production, leaves.
 - Kept track on GCR, NCR, Insurance AR days & OSAR.
 - Weekly basis, Mentoring KPI's (Charges, Payments, GCR, Insurance AR Days)
 - Monthly basis looked into the cash target.
 - Making sure the 120+ OSAR is Liquidated.
 - Tried to increase the clean claim rate.
 - Identify the denial trends and escalating to client before it impacts the cash inflow.
 - Co-ordinated with Coding team to see the opportunities of reducing the coding denial.
 - Prepared a leave planner and circulated over team to update and update the same.
 - Did production analysis on monthly basis.
 - Conduct process refresher training on monthly basis
 - Monthly basis used to calculate the AR effort.
 - Prepared appeal format and conducted special training on appeals to bring the appeal success rate high.
 - Trained new joiners on General RCM as well as Process Training.

- **Senior AR Caller at V Care RCM** *Jun 2020 - Dec 2021*
 - Prepared monthly reports to share with clients, Prepare team production consolidation report and forward it to Quality.
 - Finding the trend by doing analysis on RAW Data received from clients.
 - Trained new employees and conducted assessments and maintained SOP.
 - Created a platform for the team to do knowledge sharing among the team.
 - Allocating accounts to team member's, Forwarding accounts to coding, posting based on action requirement.
- **Senior AR Caller at Omega Healthcare.** *June 2019 - May 2020*
 - Worked on appeals and end to end process.
 - Worked on high dollar claims and 120+age bucket claims.
 - Worked on federal and commercial payers, Hands on experience with payer portals. As well as Availity, Navinet, Trizetto. Worked on rejections and taking appropriate action in clearing house.
- **Senior AR Caller at Access Healthcare** *Sep 2016 - Apr 2019*
 - Worked on correspondences, refund request, appeals, provider credential issues.
 - Worked on high dollar claims and 365+age bucket claims and multispecialty claims.
- **AR Caller in DELL Pvt Ltd** *Apr 2015 - Jul 2016*
 - Cleared RCM training. Assessment and OJT
 - Worked on no response claims and denials, Meeting daily production target and quality.
 - Worked on reconsiderations and appeals.

Education

- B.COM - A.N.U
- Intermediate - NIOS
- High School - BSE.

Skills

- Master Diploma in System Administration
- OperatingSystem-Windows98/2000/XP, Vista/Windows 7
- MS Office
- Problem Solving
- MS word, Excel, Outlook, PowerPoint.
- Basic Knowledge on C language

Language

- English.
- Telugu.
- Tamil.