# Desha Ramu

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Hyderabad, Telangana

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## Career Objective:

Experienced Subject matter expert in AR Calling with 7+ years in healthcare. Proven expertise in end-to-end claims processing, payment management, and denial resolution. Skilled in data analysis, process improvement, and cross-functional collaboration. Adept at implementing denial management strategies to optimize revenue recovery. Strong communicator and mentor, committed to driving operational excellence.

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## Work Experience:

- **SME AR Caller,** *Data Marshall Pvt. Ltd*                    *17/03/2021* - Present
- **Sr. AR Associate**, *Infinix Health International*          *18/12/2019 - 03/12/2020*
- **AR Associate**, *AGS Health India Pvt. Ltd*                 *09/01/2017 - 15/12/2019*

## Responsibilities:

- Managed end-to-end claims processing, including insurance verification, claim submission, and denial management, ensuring adherence to deadlines and regulatory requirements.
- Oversaw payment posting procedures, accurately recording and reconciling payments from insurance companies and patients to maintain financial integrity.
- Analyzed and resolved claim denials by identifying root causes, correcting errors, and resubmitting claims with required documentation for maximum reimbursement.
- Conducted proactive follow-up on outstanding claims, communicating with insurance companies to expedite resolution and optimize collections.
- Implemented denial management strategies, including root cause analysis, trend identification, and process improvements to reduce denial rates and increase revenue recovery.
- Utilized data analysis techniques to identify denial trends, patterns, and opportunities for process improvement, enhancing revenue cycle performance.
- Collaborated with cross-functional teams to streamline AR processes, implement best practices, and drive operational efficiency.
- Provided training, guidance, and mentorship to junior staff on denial management techniques and best practices.
- Contributed to policy development and compliance initiatives, ensuring adherence to industry regulations and organizational standards.
- Conducted quality assurance reviews of AR processes and claims submissions, identifying areas for improvement and maintaining high standards of accuracy.
- Assessed risks and vulnerabilities in AR processes, recommending and implementing strategies to mitigate risks and strengthen internal controls.
- Acted as a liaison between AR teams, revenue cycle management leadership, and other departments, facilitating communication, collaboration, and knowledge sharing.

## Education:

- Graduated in **B.Sc (MSCs)** from IIMC College, Osmania University in **2017**
- High School (**MPC**), Sri Chaitanya Jr. College

## Technical Skills:

- Operating System     : Microsoft Windows
- Softwares            : Imagine, ECW, Cerner, Epic
- Applications         : MS Office (Word & Excel)

## Personal Strengths:

- Professional attitude and reliable
- Quick learner
- Good at technical knowledge
- Open to feedback and accept the changes positively
- Good at Managerial skills
- Great ability to work accurately, especially when faced with high allocation  and meeting deadlines

## Personal Dossier:

Date of birth      : 09/06/1993
Nationality        : Indian
Languages known    : English, Telugu, Hindi.
Marital Status     : Married

## Declaration

I hereby declare that all the above information is true and correct to the best of my knowledge and abilities.

In the end, I assure you that if I am selected by your reputed firm, then you will be convinced of my efficiency and dedication to work.

**Place**: **Hyderabad**

**Date:**                                                                                      **( Desha Ramu** )