



James William

Senior Process Associate

My Contact

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Hard Skill

- AR Denial Management
- Authorization and Eligibility
- Payment Posting
- Documentation/Verification

Soft Skill

- Attention to Details
- Communication Skills
- Self Motivation
- Willingness to learn
- Internal Audit/Quality
- Day to Day Production/Audit Report

Education

- Assembly of God Church School
Secondary
Completed in 2010
- Assembly of God Church School
Higher Secondary
Completed in 2014

About Me

A highly organized and detail-oriented professional with extensive experience in medical billing and administrative clerical support. Proven ability to accurately process and submit claims to maximize reimbursement and ensure compliance with all applicable regulations. Over 3 years 5 months of experience in the medical field with a heavy focus on Medical Billing Management, including ICD-10, claim submissions including EDI transactions 837/835, 276/277, 270/271 collections follow ups and HIPAA laws.

Professional Experience

SunKnowledge Pvt Ltd. | Senior Process Associate
2024 – Present

Key responsibilities:

AR denial Management

- Review denied claims to ensure coding was appropriate and make changes accordingly.
- Ensure billing and coding are correct prior sending appeals or reconsiderations to payers.
- Support and participate in process and quality improvement initiatives.
- Achieve goals set forth by supervisor regarding error-free work, transactions, processes and compliance requirements.
- Deliver timely required reports to the management team, initiate the resolution of issues, such as payor denial trends due to coding and billing errors.
- Responsible for working follow up work queues.
- Responsible for identifying missing payments, overpayments, and analyzing credits on accounts.
- Ability to successfully track and follow up on information requests.
- Work with group to facilitate information and resolve charge questions.

Payment Posting

- Receives EOB remittances from mail clerk daily along with calculator tapes totaling all payments
- Researches patient inquiry to verify correct account for applying payment
- Posts insurance and patient payments including contracted and non-contracted insurance carriers.

Achievements

2023 – 2024 I was Facilitated with Growth Catalyst Award on the Month of February, 2024.