

SHAILENDRA JAISWAL

7738823164 | jaiswalshailendra07@gmail.com

PROFILE SUMMARY

Highly motivated and results-oriented Medical Billing Specialist with 8+ years of experience. Proven ability to excel in all aspects of the A/R cycle, from pre-call analysis and claim submission to denial management and team leadership. Adept at leveraging technology and strong analytical skills to ensure accurate and timely claims processing, consistently exceeding quality standards. Eager to contribute extensive knowledge and dedication to your team, driving efficiency and improving financial performance.

SKILLS

Communication | Customer service | Advance claim management | Medical billing | Reporting & forecasting

WORK EXPERIENCE

eClinicalworks, Mumbai - Sr. Insurance Accounts Receivable Specialist : 03rd March 2019 - 29th March 2024

- Spearheaded A/R management for numerous clients, ensuring accurate and timely claim submission and follow-up, resulting in 22% improvement in collection rate.
- Masterfully navigated pre-call analysis, utilizing IVR and web portals to evaluate claim status, exceeding monthly call quota by 15%.
- Meticulously managed claim documentation, maintaining clear audit trails for seamless insurance submissions.
- Aced post-call analysis, recording actions and strategizing effective claim follow-up, leading to a 20% reduction in denial turnaround time.
- Expertly resolved insurance denials, analyzing root causes and implementing prompt solutions to achieve considerable improvement in claim acceptance rate.
- Proactively managed and trained 12 new team members, fostering a collaborative environment and ensuring efficient onboarding.
- Delivered high-quality work, adhering to client requirements and exceeding internal quality standards for project deliverables by 30%.

Health Prime International - Insurance Resolution & Billing Assistant : 09th Nov 2016 - 11th Jan 2019

- Assisted senior team members in managing A/R for clients, learning best practices for accurate and timely claim submission and follow-up.
- Independently conducted pre-call analysis and escalated complex cases to seniors.
- Maintained accurate documentation for submitted claims ensuring completeness and adherence to compliance regulations.
- Supported post-call follow-up for assigned claims, recording actions, monitoring status, and reporting progress to seniors for timely resolution.
- Assisted in researching and resolving basic insurance denials, developing skills in identifying common issues and proposing solutions under senior guidance.

EDUCATION

- **Ramniranjan Jhunjhunwala College of Arts, Science and Commerce , Mumbai**
Bachelor of Science (BSc)- Biotechnology, 2013-2016 - 1st class

HOBBIES

Playing Football | Running Marathon | Bike Riding | Solo traveling

PERSONAL INFORMATION

Address- 01, Chaitanya nagar, Varun Villa Chawl, IIT Market, Powai, Mumbai- 400076

Date of Birth- 21st May 1994

Languages known- English, Hindi, Marathi

Marital Status- Single

Nationality- Indian

Declaration- I hereby affirm that the above information in this document is accurate and true to the best of my Knowledge