



Naveen Kumar Damara

Health care Industry

Contact

Address

Hyderabad , Indian 500062

Phone

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E-mail

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Skills

Problem-Solving

Team handling

Claims review

Accuracy and Precision

Personal Details

Date of Birth: 17/07/1995

Nationality: Indian

Marital Status: Married

Visa Status: NO

Gender: MALE

Diligent Claims Processor versed in insurance processes and claims procedures. Offers great attention to detail and time management abilities to successfully handle large volume of claims. Highly accurate and thorough with focus on completing error-free work in line with processing guidelines.

Work History

2020-08 -

2024-01

Associate

Carelon Global Solution , Hyderabad, India

- Communicated verification and authorization status updates with department to facilitate decision-making for patient admissions and insurance coverage.
- Responded to customer inquiries, providing detailed explanations of insurance policies and claims processes.
- Managed workload and priorities to meet claims processing meet deadlines.
- Complied with regulations and guidelines related to claims processing to maintain quality and adherence to standards.
- Developed strong relationships with healthcare providers and insurance agents to facilitate seamless communication during claims process.
- Maintained strict confidentiality when dealing with sensitive information about patients' medical histories or personal details.
- Handled escalated customer concerns regarding claim denials or delays with empathy and professionalism.
- Provided support during internal and external audits, ensuring accurate representation of the company's claim history

2019-07 -

2020-01

AR CALLING

Hinduja Global Solutions, Hyderabad

- Maintained strict adherence to HIPAA regulations, ensuring patient privacy and data security during all communication efforts.
- Demonstrated exceptional attention to detail in reviewing EOBs and identifying errors affecting claim approvals.
- Assisted in training new AR Callers, providing

Religion: Hindu

Software

SQL & Power BI , EXCEL, MS office

Languages

Telugu ,Hindi & English

guidance on department protocols and procedures for effective claim followup.

- Reduced outstanding account receivables by diligently following up on unpaid claims with payers.

Education

2016	B.COM (Computers) ST MARY'S CENTENARY DEGREE COLLEGE
2013	Vikas Jr College
2010	SRI KRISHNAVENI TALENT SCHOOL - Hyderabad, India