

Anantkumar Doifode

Address: Plot no. 78, Marwadi wadi, Nr Shani Mandir,
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OBJECTIVE

Strong problem-solver and analytical thinker seeks Team Leader position to improve the workflow and processes in an office setting through the applications having three years of RCM experience and Good communication and Team handling skills.

WORK EXPERIENCE

Jan/2018 - July/2019

WIPRO Pvt. Ltd. Thane

Sr. Customer Service Representative

Responsibilities:

- Handling Customer Queries Related to Reliance Jio Connection and try to solve their problems using Knowledge Management tool.
- Use to raise Service Request as per Customer's problems they faced while using Jio connection.

Aug/2019 – Oct/2020

Gebbs Healthcare Solution, Airoli, Navi Mumbai

AR Associate

Responsibilities:

- Check the claim status by calling or through IVR or through insurance website.
- Posting Payment and notes in client software as per Denials or received payment from Insurance.
- Collect EOB's if we received Payment and need to send to client.

Oct/2020 – Nov/2021

Omega Healthcare Solution, Bangalore

SR. AR Associate

Responsibilities:

- Check the claim status by calling or through IVR or through insurance website.
 - Posting Payment and notes in client software as per Denials or received payment from Insurance.
 - Collect EOB's if we received Payment and need to send to client.
 - Fax EOB and Medical Records to Payer in order to process the claim in timely manner.
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Gebbs Healthcare Solution, Airoli, Navi Mumbai.

Joined in Nov-2021 as Sr AR Facility. Promoted as Line trainer in Dec-2021.

Line Trainer

Responsibilities:

- Provide Client Specific software training to New Joiners.
- Provide floor support to new joiners till completion of OJT.
- Almost handled 10+ batches also maintained batch report for each batch to monitor performance.
- Strategize & Allocating Inventory, also supervising the team to work on assigned allocation also Ensures team able to met performance target on daily basis.
- Pulling ATB from Client software and shared with client in proper/required format on daily basis.
- Keep records of Client escalations doing RCAs and sharing feedback with team to avoid future escalations on same.
- Sharing any feedback, update with team
- Provide finding/ trends and taking standing order from client to improve the process also to reduce calling%.

In month of Jun-2022 appeared for **Lead program**, after training & project submission cleared **Lead** in Sep-2022 and Deployed as **TL** to **Hyderabad site** in Mar-2023.

Tem Leader-AR

Responsibilities:

- Currently handling team of 15 members and managing their work allocation also managing their productions.
- Provide On Job Training to new joiners.
- Monitoring Team's performance (I.e. production, quality and prohance) on daily basis.
- Maintaining Leave tracker also shared 1O1 feedback in timely manner.
- Responsibilities to reduce AR balance - Also generated revenue from AR dead inventory, especially 120+ & 180+ aging.
- Denial Management - Took Standing orders from client and reduced trending denials from Top payers.
- Co-ordinate with Quality team to identify, recommend and implement task for Team's quality as well as process improvement.
- Provides assistance to management to complete Weekly Review Deck as per requirement.
- Reduced calling% with the help of standing orders and possible web portals/fax contacts to check claim status, also with the help of management activated dead portals.

EDUCATION

HSC (Computer Science) - Maharashtra State Board

2011

SSC - Maharashtra State Board

2009

**ADDITIONAL
SKILLS**

Microsoft Office package: Microsoft Word, Excel, PowerPoint.
Familiar with OS: Win 7, Win 8, Win 10
Internet Familiar
Familiar with **Citrix, Medics Premier, EPIC, Prime Suite, Intergy, Medent and Change Healthcare**
Familiar with **Team Handling, People Management, Coaching, Training, RCM, Account Receivable, Denial Management**

**PERSONAL
DETAILS**

- **Name:** ANANTKUMAR G. DOIFODE
- **Father's Name:** GULABRAO H. DOIFODE
- **DOB:** 23rd Feb, 1993
- **Permanent Address:** Plot no. 78, Marwadi wadi, Nr Shani Mandir, Shantinagar, Nagpur-440002
- **Language:** English, Hindi, Marathi
- **Contact no.:** +91-9175762432
- **Email ID:** doifode.anant@gmail.com

DECLARATION

I hereby certify the authenticity of the detail information given above is true as per my Knowledge and belief. I am waiting for your favorable reply.

(Anantkumar G. Doifode)