

Vikram Rao Lingutla

Operations Team Lead



9 Years 0 Month



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Profile Summary

Results-driven healthcare professional with over 9+ years of extensive experience in the US healthcare sector, specializing in both Payer & Provider-side operations and quality. Proficient in multiple domains, including medical billing, quality assurance and claims processing with expertise in using industry-standard softwares such as 3M, Mitchell Smart Advisor, Strataware. Adept at managing Physician & Hospital billing with Demos, Eligibility&Benefits Verification, Charge Entry, Billing, Pre-Auth, Rejections & Denial Resolution to optimize revenue cycle processes with hands on software's are eCW, NextGen, Athena One, AdvancedMD, SIS Complete, Surgi Source, Amkai, Vision, AdvantX, Oasis, HST, Modmed, Mednet, MedEnt, gMed, NexTech, Centricity. Demonstrates a sound understanding of HCFA, UB04, Non-Conforming Invoices, and Medical Exam Notes Review. Well-versed in Internal and External Quality Calibration, ensuring compliance with established industry standard benchmarks.



Education

B.Pharm, 2015

Jawaharlal Nehru Technological University
(JNTU)

12th, 2011

Andhra Pradesh,
English

10th, 2009

Andhra Pradesh,
English



Work Experience

Dec 2022 - Jan 2025

Operations Team Lead
Avontix Global

- Leading a team of 30+ Head count medical billing specialists in charge of processing claims, resolving clearing house rejections and denial management.
- Manages day-to-day operations including balancing the workloads, attendance, attrition and outrage to minimize customer impact
- Prepare and Review Production reports and shared with Internal and External on monthly basis
- Currently Handling 100+



Key skills

- Team Management
- Workflow Management
- Leadership Development
- Revenue Cycle Management
- US Healthcare
- Medical Billing
- Reporting and Analysis
- Attrition Management
- Shrinkage Control
- SLA Management
- Data Analysis
- KRA
- KPI Analysis
- Quality Management



Personal Information

City Hyderabad

Country INDIA



Languages

- English
- Telugu
- Hindi



Social links

https://www.linkedin.com/in/lingutla-vikram-rao-03602915b?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app

facilities with 16 billing systems and Being available to assist queries of operations team. • Monitors the process/function performance regularly and takes appropriate corrective actions in case of deviation • Handling client deliverables and project deliverables by making sure that it is done within TAT with efficiency along with Quality • Handling high dollar reports, Client system sign-on and other client reports to management. • Provide training, guidance and mentorship to team members to enhance their knowledge and performance • Operational management, including driving up KRAs and feedback score • Monthly One on One reviews with FTE's production and Quality data, attendance, leaves, late logins.

Nov 2017 - Dec 2022

Sr. Quality Associate

WNS Business Consultant Services

Roles and Responsibilities: • Allocating jobs and workloads to individual staff members based on their ability • Constantly looking for ways to improve processes and provide better ways of meet daily SLA without any deviations • Transitioned additional work relating to reduction of SLA time from onshore team to India • Monitoring the performance of junior QA's, conducting and participating in team meetings/ hurdles • Preparation of MBR and Quality deck to help higher management for client review • QA's- Action Plan- RCA (5 Why), Cross training, Weekly Refresher, Dip check and PKTs allocation to team. • Maintaining SOP's and providing Check points to team • Connecting with clients regarding System glitches, updates and sharing inputs observed during audits • Providing training for trainees and Quality Auditors with assistance to FTE's Work Flow: • Assigning audits work order to the team on daily basis. • Doing daily audits for the team and share the monthly audit reports • Conduct team huddles on daily basis to discuss progress at regular intervals on the errors and share updates with the team • Hands on experience in working as a team mentor • Be available to assist queries of the team operations • Assure that the team addresses all relevant issues with specified timelines as per given standards • Highlighting issue with client to obtain possible resolution • Production planning and control, process monitoring with quality audits, assignment and review of work list • Conducting process knowledge test on monthly basis on critical and recent updates (process specific) • Attending calibration sessions on Quality with client • Document the process updates in the SOPs • Performed T&M across Organization to check Automation possibilities and increasing targets

Oct 2015 - Aug 2017

Medical Coder

Doctus Data Services

• Worked as a Medical Coder in Emergency Department professional in Outpatient with level coding. • Analyze patient charts carefully to code the diagnosis (ICD's), CPT's with Modifiers with 3M software for coding application to maintain the accuracy of chart • Collect health information as documented by medical specialists and code them appropriately. • Maintained 99.5% accuracy throughout my tenure with Coding the charts. Demos, Eligibility and Benefits Verification and Charges: • Checking the Patient personal details and Eligible coverage date • Checking the insurance type, whether it is Medicare advantage plan or Commercial • Checking Co-pay, Co-insurance, Deductible, Out of Pocket for Primary Care Providers and Specialist visits • Checking the COB information, Benefit Plans (HMO, EPO and PPO) • Giving information of termed insurances and updating active insurance details • After updating the insurance details, checking that insurance Eligibility, Benefits and Pre- Existing conditions • Updating new/changed insurance information on Patient Demographics.



Certification

- Certified Inpatient Coder (Valid upto May 2024)
- Six Sigma Yellow Belt
- Microsoft Excel
- Lean Six Sigma Green Belt