Curriculum Vitae

Bhagavatham Srinivas Yadav

199/3RT, Flat No: 203,
Vijay Nagar Colony,   **Email:** - libra1.srinivas@gmail.com
Hyderabad, Telangana, India   **Mobile**: +91 9177722020

Career Objective:

Skilled AR Subject Matter Expert - Voice (Physician RCMS) has an excellent bookkeeping and accounts receivable management skills. Strong interpersonal and social communication allows for assisting clients with invoices and payments and good collaboration with managers regarding accounts. Having eight plus years' experience in current domain in the large employer environments. Strong exposure in Operations Management, Team Management & Process Management.

Professional Summary:

- Having Hands on expose in US Health Care working on eligibility, claims, claim edits & denials.
- Versatile knowledge of the insurance policies and how Insurance companies work and process the claim.
- Responsible to ensure the current practices/control are following the latest company's policies and procedures.
- Hands on exposing getting client updates and identifying new solutions for the process and sharing with the team.

Work Experience:

- Currently working with **Cognizant Technology Solutions** as a Subject Matter Expert – Voice (Physician RCMS) Hyderabad, India from February 2017 to till date.

- Worked for **Sutherland Global Services** as a Senior Process Executive (Physician RCMS) Hyderabad, India from April 2015 to January 2017.

- Worked for **The O2 Arena**, London, UNITED KINGDOM as a Customer Safety Executive from May 2009 to Jan 2013.

- Worked during the **Summer Olympic & Paralympics Games** held in London from July 2012 till September 2012 at **The O2 Arena** as Customer Safety Executive.

- Worked for **N- Infosoft Pvt Ltd**, Hyderabad, as .**Net Software Engineer** from July 2007 to Dec 2008.

Cognizant Technology Solutions:

Description:

The digital economy is transforming the way payers, providers and health programs must operate. As a leader in healthcare technology, Cognizant has the solutions to help you meet the demands of today and prepare for what's coming tomorrow.

Responsibilities:

- Primary Contact for Clients from the Contract Signed date.

- Scheduling and Handling Client Calls such as Kick Off-Call, Orientation of Scope Call, DMS Call (Document Management System), Coding Call, Prior Auth Call, Vision Billing Call, Pre-Go-Live Call, Go Live-Call, Preparing Weekly, Bi-Weekly, Monthly Governance Call Decks and presenting, working on Client Emails, and responding with in TAT.

- Maintain A/R records, prepare patient statements, bills and invoices, process payments, respond to Practice inquiries regarding account status.

- Managed and maintained A/R Aging and Collections process in accordance with timelines, goals and objectives as established by Management.

- Provide customer service on calls ensuring issues are resolved in an efficient and professional manner.

- Working on TriZetto STEM Enrolment (Project Awesome ERA Enrollment) to ensure Payer Enrolments are initiated for all the Channel Partners in oRCM.

- Taking patient escalation calls and resolving.
- Training new associates on Account Receivables scenarios, Practice Management System Software and conducting refreshers to team.

- Preparing work allocation file on weekly basis and sharing with team in accordance with their capability.
- Currently handling a team of 8 resources.

Sutherland Global Services:

Description:

Focusing solely on the healthcare industry, Sutherland Global Services healthcare experts work with the nation's leading healthcare organizations to develop custom, world-class IT-based solutions that extend your team's business capabilities, strengthen financial outcomes, and ultimately support quality patient care.

Responsibilities:

- Working and resolving the Claim edits related to patient, providers, and payers and enduring that the claims get filed to the correct insurance with appropriate information.

- To understand client requirements and provide solutions to overcome the client's issues.

- Responsible for resolving the outstanding AR for the process and handing claims denials for both Federal and Commercial Insurance.

- To understand client requirements and provide solutions to overcome the client's issues.

- Preparing Appeals on Denied claims and maintaining the FEND Log to be sent to the client.

N- Infosoft Pvt Ltd:

Description:

E-Health Group (USA) is a highly equipped hospital with all major facilities provided within the Hospital. E-Health Automated System contains the following Modules.

- Patient Information System module consists of patient information and scheduling doctor appointments.
- Medical Record System module consists of medical record creation for Inpatient and Outpatient and medical record tracking.
- Order Management module consists of Orders given by the doctor to various clinical departments via Laboratory, Radiology, and Pharmacy etc.
- Pharmacy module consists of issuing Drug and Producing the Billings.
- Material Management module mainly consists of tracking inventory for the hospital.
- Administration module used to setup all the master tables and User Management
- MMS (Medical Management System) module enables the other organizations can view their patient's medical Treatment information.
- Generating Reports.

Education:

- Master's Degree [Information Technology] from University of East London during February 2009-January 2011 in Merit.
- Bachelor's Degree [Computer Science Engineering] from JNTU University during September 2003-May 2007.

Skills:

- Self initiator, result oriented, eager to learn new technologies & able to work with multinational ties.
- Extensive knowledge of database entry and application of cash receipts to outstanding account receivables.
- Highly analytical and good focused attention to detail.
- Enthusiastic, keen to learn and update upcoming technologies.

Technical Skills:

- MS Office (MS Word, MS Excel, MS Power Point).
- Worked on the system Known as IDX, TCI, GECB, EZ Claim, Abeo, RevolutionEHR.
- Good knowledge on remote access system & website search.

Achievements: -

- Started working on TriZetto STEM Enrollment (Project Awesome ERA Enrollment) which was at 32% across all the Channel Partners in oRCM and bought it to 88% in the span of 8 to 10 months.

- **Coral Award for the year 2020, 2021, 2022 & 2023**: Extremely committed and adaptable associate. He is overseeing the entire process and giving everyone wonderful assistance. Managing every client without escalation and receiving appreciation from them. Additionally, we'll handle all ad hoc needs. Open-up for additional task and ensures task is accomplished within timeframes. Very dedicated and flexible associate. She is taking care of entire process and providing great support to all the associates. Also taking care of all the Ad hoc requests.

- **Amber Award for the year Jan, Mar, Aug'2020 & Jan, Mar'2021:** Good In terms of taking initiatives, successfully handling couple of agents and take additional responsibilities as assigning work order and validating the work performed by Fresher's. Outperformed the goals Gone an extra mile setting high standards and quality.

- **Say Thank You Award for the year 2022:** Extremely committed and adaptable associate He is overseeing the entire process and giving everyone wonderful assistance. Managing every client without escalation and receiving appreciation from them. Additionally, we'll handle all ad hoc needs.

- **Sapphire Award for the year 2021:** Keep up the excellent teamwork and collaboration with the client.

Hobbies:

Cooking, outing with friends, Movies, Travelling.

Personal Information:

Gender	: Male
Citizenship	: Indian
Father's name	: B. Mallesh Yadav
Marital Status	: Married
Languages known	: English, Hindi, Telugu (Mother tongue)

DECLARATION:

I hereby declare that above information furnished is true to the best of my knowledge and belief. I request your kind self- give me a chance that I can give you full satisfaction of my duties and work. I am confident that your search for the right candidate will end here once you have gone through my resume.

(B. Srinivas Yadav)