

Eugin Prabakaran F

CONTACT INFO

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"I am seeking an opportunity to merge my initiative and enthusiasm with **8+** Years of proficiency, to add value, both to the organization and myself. To aim at expanding my horizons and developing skills in the field of "**Healthcare Management**" and to work in a dynamic environment that provides opportunities for my growth."

AREA OF INTEREST

- Denial Management
- Data Analyst
- Claims Processing
- Accounts Receivable
- Performance Analysis
- Medical Billing
- Quality Analyst
- Denial Handling
- Root Cause Analyst

EXPERIENCE

Omega Health Care, Trichy - Team Lead AR

NOV 2013 TO TILL DATE

Growth Path:

Mar 2022 – Till date	Team Lead AR
Sep 2015 – Feb 2022	Senior Quality Control Analyst AR
Nov 2013 - Aug 2015	Process Associate - AR

- Managed a team size of **60+** Associates.
- Responsible for communicating client updates and maintaining quality above SLA.
- Review the unpaid claims to appropriate Patient accounts, and call insurance company and checking with claim status.
- Responsible for providing process training for new hires.
- Identify error trends and conduct training session.
- Handling Client data on daily basis to reduce working errors
- Strong exposure in AR calling for US based customer
- Responsible for publishing daily IQ scores, conducting assessments, TNI/TNA report.
- Experienced in Medical billing, HIPAA claims with full-life-cycle.
- Tracking of users IQ and EQ and conducting training to bottom performers
- Maintain data for user for monthly production and conducting assessments for users based on recent and old updates to maintain quality
- Performing routine research on the multiple follow up claims and Developing and maintaining a solid working knowledge of healthcare.
- Routine audit on the claims and checking the old follow up and also monitoring the client SLA's.
- Update quality reports in QA management tool.
- Prepare consolidated inputs for client calls
- Handling quality trackers along with KP
- Expertise in Pre call analysis and resolving claims as per client SLAs.
- Hands-on experience in reviewing EOB/ERA and denial Management.
- Good knowledge of various AR Scenario's, health insurance, HMO and managed care principles
- Publish TNI and call audit reports for MTD scores.
- Reviewing EQ report & sharing the observation with management
- Clarifying team member's query and to take care of their complete work in terms of both Productivity and Quality.
- Dealing with clients in terms of maintaining SLA to ensure smooth handling with clients.
- Complete knowledge on the process requirements from client end.
- Good understanding on any updates received from client end which is cascaded to all the employees as well.
- People management with efficiency and try to support them during their needs.
- Taking end to end action against the denied claim such as sending reconsideration and required Doc
- Received numerous client appreciations as well as Recognitions from the company Ability to Prepare the client Report by Excel and send them to Leads and Managers.

- Have strong knowledge Had experience in billing Software such as Athena, AMD, Epic, Paragon and All scripts

Project: MCKESSON- FRESNO, MED3000

TECHNICAL SKILLS

Operating System	Windows 2000/XP/7/8.1/10
Office Packages	MS Outlook/2000/9/7/10, MS Office
Account Packages	DIFA,Tally
Software Packages	Citrix- MDIV Software,Citrix- Image now

EDUCATION

Government Industrial Training Institute, Trichy

APR 2009

Industrial Training Institute (ITI) in CNC

R.C HSS, Trichy

APR 2007

Class X

CORE COMPETENCIES

- Professional, growth-oriented, easy adaptive and a quick learner.
- Talented, independent, responsible, hardworking and efficient in analytical complex solving issues.
- An extrovert with very good blending capabilities.
- An absolute team player with good communication skills.
- Ability to deal with a diverse range of cultures and nationalities internationally.
- Highly competent self-motivated, hardworking with the ability to rapidly learn and apply new skills
- Ability to plan and deliver oral and written communications that make an impact and persuade their intended audiences.
- Ability to notice, interpret, and anticipate other's concerns and feelings, and to communicate this awareness empathetically to others.
- Ability to gain other's support for ideas, proposals, projects, and solutions.
- Identifying what needs to be done and doing it before being asked or before the situation requires it.
- Ability to find effective solutions by taking an abstract or theoretical perspective.

PERSONAL DETAILS

Name	Eugin Prabakaran F	Languages Known	English, Tamil
Father's Name	Fathimanathan M	Date of Birth	17/03/1990
Gender	Male	Marital Status	Married
Nationality	India	Native Place	Trichy