



SUDHARSAN ELANGOVAN

Team Lead

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📍 Chennai

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Professional Summary

Experienced Team Leader with a strong background in customer service, team management and process improvement. Efficiently managing teams and driving customer satisfaction. How to motivate, plan, track, and monitor achievement of operational goals. Possesses seasoned abilities with identification of operational issues and the methods to address them. Brings a Bachelor's degree in Computer science along with 6+ years of experience in Medical Billing.

Work Experience

Team Lead

Boston Business solutions Dec / 2022 - onGoing Chennai

Boston Business Solutions | Chennai, Tamilnadu

- Researched and resolved denials, incorrect payments and claim rejection Verified accuracy of insurance claims payments
- Improved revenue for providers by working aggressively on their aging report
- Supervised team members and their productivity.
- Conducted weekly team meetings and developed and implemented strategies and plans. Ensured all company policies were followed and maintained.
- Worked closely with managers and executives and completed detailed reports.
- Awarded Employee of the Year for finishing all assigned projects within a timely manner.
- Project management - Collaborate with client, assisting with process and increasing efficiencies, reporting, process mapping, tracking metrics and KPI's.
- Involved with multiple project ramps & orientation Conducting high volumes of interviews for associate, senior associate in AR and data processing.
- Analyzing potential candidate's skills and competencies for alignment with key responsibilities and tasks of position.
- Assigning leadership tasks like file conversion, data consolidation, production and automated email communications for next level team members.
- course of action being taken to address overview of action plans and communicating challenges.
- Lead employee engagement activities and efforts such as creating electronic program announcements and email correspondence, generating ideas, etc.

Work Experience

Group Co-ordinator

Boston Business Solutions Sep / 2021 - Dec / 2022 Chennai

- Conduct thorough audits of medical billing records to identify inaccuracies, inconsistencies, and compliance issues.
- Collaborate with billing and coding teams to rectify errors, improve documentation, and ensure adherence to billing regulations.
- Develop and implement quality control processes and procedures to enhance billing accuracy and efficiency.
- Perform root cause analysis on billing discrepancies and implement corrective actions.
- Maintain comprehensive records of quality audits and prepare detailed reports for management.
- Stay updated on changes in medical coding and billing regulations and train staff accordingly.
- Email co-ordination with client

Senior AR Specialist

Revman Healthcare Solutions and Services Nov / 2019 - Sep / 2021 Chennai

- Performed claims follow-up, appealing denials, and resolving billing discrepancies with insurance companies.
- Manage a portfolio of accounts, including follow-up on outstanding claims and denials with insurance companies.
- Utilize knowledge of healthcare billing and coding guidelines to identify and resolve claim issues promptly.
- Conduct in-depth analysis of aging reports, identify trends and implement strategies to reduce AR days outstanding.
- Collaborate with billing and coding departments to improve billing accuracy and reduce errors.
- Managed aged accounts and identified uncollectible balances
- Prepare and present AR reports to senior management, highlighting key performance metrics and improvements

AR associate

Revman Healthcare Solutions and Services Nov / 2019 - To Chennai

Demographics and Change entry Specialist

Revman Healthcare Solutions and Services Dec / 2017 - Dec / 2018 Chennai

Education

Bsc, Computer Science

SRM University Jun / 2012 - Apr / 2015 Kancheepuram

Skills

Employee Supervision

Quality Management

Employee Engagement

Employee Training

Root cause analysis

Process improvement

Delegation

Accuracy and Efficiency
in Documentation

Attention to detail

Strategic Decision-
Making

Medical billing and
coding

Maintain comprehensive
reports

Achievements

Award

- The client expressed gratitude for the excellent job I performed in 2020 for the AR follow-up.
- I was required to work on one of the collector's AR reports.

Training/Courses

CPC certification

Training