**Objective**

Short-term: To secure a position as a Revenue Cycle Analyst in a hospital

Long-term: To build a career path towards the Director of Revenue Cycle in a large healthcare system

**Summary**

* Management: Education – MBA, MHA; Experience - Revenue Cycle Management – One year
* Clinical: Education -Physical Therapy; Experience - Entrepreneur, Therapist - Two years
* Branded as a self-starter and a rainmaker
* Relocated to New York/ New Jersey area recently

**Business Experience**

**Revenue Cycle Management Intern, Physician Interlink, Atlanta, 10/2010- 11/2011**

*Revenue Cycle Management firm providing IT and financial services to physician group practices in Georgia, with 15 FTEs;* [*http://www.physicianinterlink.com/*](http://www.physicianinterlink.com/)

* Administer the claims submission process for five physician practices through AllScripts practice management software & PCN Health Network ensuring compliance with state and federal billing and reimbursement guidelines
* Experienced with Navicure, iPlexus, & HealthFusion internet-based clearing houses
* Post adjustments, payments and write-offs to patient accounts
* Analyze claim denials for reason-of-denial & explanation-of-benefits by studying insurance contracts
* Write claim appeal letters in business language and dispatch them appropriately
* Record and write refund checks to patients and insurance companies
* Communicate complex insurance managed care contract details in simple English to physicians/ PAs
* Generate and critique account receivables report to isolate trends and improve payments
* Develop cheat sheets for the coding specialists based on the back-end coding edits & corrections
* Develop on-going communication strategy with the regional provider representatives from various insurance companies

**Physiotherapist and Owner, Physiotherapy Clinic, Mumbai, 06/2007 – 05/2008**

*One office solo practice in orthopedic physical therapy in the suburban area of Mumbai*

* Developed business plan: conducted market analysis, developed marketing plan, acquired referral sources, projected financial statements, prepared break-even analyses, made lease vs. buy decisions, planned capital expenditures and detailed sources and uses of funds
* Generated 90% of the clinic’s revenue stream by developing a strong pipeline of referring physicians
* Reduced patient wait times by over 10% by eliminating administrative inefficiencies
* Responsible for operating budget of 10, 000 INR monthly. Maintained a general ledger, reconciled daily cash balance, prepared monthly financial reports

**Supervisory and Clinical Experience**

**Physiotherapist, Shri Vile Parle Seva Samaj, Mumbai. 01/2007- 07/2009**

*Non-profit health system consisting two multi-specialty out-patient clinics serving the suburban area of Mumbai catering to a population of 50,000 patients in the service area; with 15 FTEs*

* Increased patient base by 300% through word-of-mouth patient referrals and bottom-line focus
* Defined roles and responsibilities of staff of three Physical Therapy Assistants; Supervised, directed and facilitated teamwork
* Organized team meetings to discuss progress toward goals
* Recorded requirements of new equipment, researched vendors and improved vendor negotiations

**Physiotherapist, M. M. Medical Center and hospital, Mumbai, 05/2007- 06/2008**

*For-Profit 50-bed multi-specialty health system comprising one hospital and three satellite medical centers catering to a population of 275, 000 patients, with 200 FTEs; ISO 9000:2001 Certified Hospital* [*http://mmmedicalcenter.com/*](http://mmmedicalcenter.com/)

* Grew start-up practice to 150 patients monthly through effective communication and marketing
* Revised and expanded new marketing strategies resulting in a 20% increase in Physical Therapy revenue

**Education**

**Georgia State University, Atlanta, GA**

**Master of Health Administration, Aug 2009 - Dec 2011**

**Master of Business Administration, Aug 2009 - May 2011**

**Additional Relevant Coursework**

* Web-based, self-paced courses: Leading Effective Meetings, Creating Strong Leadership team, Change Management, Conflict Intervention, Recognizing and Avoiding Burnout: Georgia State University.
* Business Plan Series Seminar: 5-day interactive seminar, International Center for Entrepreneurship, G. S. U.
* Company Project: Leadership Dynamics: Gwinnet Medical Center

**Activities**

* Future Healthcare Executives (FHE): Elected to the Technology Chair of Georgia State University’s Healthcare Management Student Organization: Build, maintain, update and drive traffic to the website, maintain communication with members, increase presence on all social media
* Graduate Business Association, Member

**Seth G. S. Medical College, Mumbai, India**

**Bachelor of Physical Therapy, March 2007**

**Relevant Coursework**

* Facilities layout planning, Managing Patient Flow; Hiring of Support Staff

**Activities**

* Member, World Confederation of Physical Therapists (WCPT)
* Member and Student Volunteer , Indian Association of Physical Therapists (IAP)
* Member of Physio- Occupational Therapy Students Association Of Maharashtra (POTSAM), India

**Merit-based International Education Scholarships**

* Lotus Scholarship for Healthcare MBA, India
* Ness Wadia Scholarship, for Healthcare MBA, India
* Jain Jagruti Trust Scholarship, India
* Kahan Yog Trust Scholarship, India

Professional Affiliations

* Healthcare Leaders of New York (HLNY), Marketing Committee Volunteer since January 2012
* American College of Healthcare Executives (ACHE), Member since July 2010
* Healthcare Financial Management Association (HFMA), e-Student Member since March 2010
* Medical Group Management Association (MGMA), Member since March 2010