

MUSKILGNANAVATHY P

9843950793



Senior Client Partner

muskilpaulmani@gmail.com



18,Anbu Nagar Main Road Alwarthirunagar
Valasaravakkam Chennai 600087.



PROFESSIONAL SUMMARY

Continuously Evolving Challenging Accounts Receivable or Accounts Payable Position and Customer Support Services with Over 5 Years of Experience. Diverse Analytical Background that includes, Responsible for Calling Insurance Companies and Setting in Motion Follow-up actions on Outstanding Accounts Receivable. Have the Knowledge and Understanding in Denial Management in US Healthcare, Revenue Cycle Management in Medical Billing and Customer Queries.

EDUCATION

Sethu Institute of Technology

BE - CSE (2014-2018)

80%

Holy Family Girl's Higher Secondary School

2013-2014

87%

SKILLS

- Ability to learn New idea of innovation and New Technologies
- Strong Planning Skills to Customer Support Management
- Leadership Quality and Logical Thinking.
- Loyal to what I am doing

CERTIFICATIONS

- Undergone training on "Red hat Linux system Administration" at WINWAYS.
- Undergone training on "Networking in MNC" at MACNUS SOLUTIONS.
- Undergone an Inplant training on "Android App Development" at UNIQ TECHNOLOGY.
- Undergone International Hands on Ethical Hacking Workshop at WIKITECHY and MICROSOFT RESEARCH COMMUNITY GROUP.

PROFESSIONAL EXPERIENCE

ACCESS HEALTHCARE SERVICES PVT LTD (SEPTEMBER 2019 – AUGUST 2023)

Role: SENIOR CLIENT PARTNER (International Voice Process)

- Call Insurance companies on behalf of physicians and carry out a further examination on outstanding
- Accounts Receivable.
- Prioritize unpaid claims for calling according to the length of time it has been outstanding.
- Check the relevance of insurance information offered by the patient.
- Evaluate unpaid insurance claims.
- Call insurance companies and check on the status of the Outstanding claims.
- Transfer the outstanding balance to the patient if he/she doesn't have adequate insurance coverage.
- If the claim has already been paid, ask the insurance company for Explanation of Benefits (EOB).
- Receive Payment information, if the claims have been processed.
- Analyze claims in case of any rejections.
- Make corrections to the claim based on inputs from the insurance company and Review the claim allocated and check status by calling the payer.
- To Ensure deliverables adhere to quality standards.

ZEALOUS SERVICE PVT LTD (MAY 2018- JUNE 2019)

Role : CUSTOMER SUPPORT EXECUTIVE (International Semi-Voice Process)

- To Handle Customer Queries and Troubleshoot their Problem via E-mail and Chat.
- Proficiency in Problem Solving.
- Perform Data Processing and Database Work.
- Interaction with Customer and Solve their Problem.
- Answering Customer Calls and Resolving their Issues.

PROJECTS

Presented a Main Project on " Mobile Application for Dengue Affected Area via GPS.

ACHIEVEMENTS & AWARDS

- Best Performer in the Month of June 2022 at Access Healthcare.
- High Productivity Employee in the Month of August 2023 at Access Healthcare.

PERSONAL PROFILE:

Date of Birth : 05.06.1997

Languages : Tamil, English.

Material Status : Married.

Hobbies : Using Social Media and Listening Music.

Address : 19, Anbu Nagar Main Road, Alwarthirunagar,
Valasaravakkam,
Chennai -600087.

DECLARATION

I hereby declare that the Information Furnished above are true to the Best of my Knowledge.

Place : Chennai

Date :

P.MUSKILGNANAVATHY
