

Anupma Singh

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CAREER OBJECTIVE

To work in a firm with a professional work driven environment where I can utilize and apply my knowledge, skills in Accounts Receivables and Revenue Cycle Management (RCM) which would enable me to grow while fulfilling organizational goals.

PROFESSIONAL SYNOPSIS

- MBA in Operations Management with more than 4 years of industrial and business exposure.
- Effective communicator with excellent analytical and logical skills with an ability to relate people at any level of the business to accomplish set revenues and targets.
- Self-driven, apply logical thought process and personalized talk to resolve any issues.
- Experienced in corporate settings. Determined team player able to collaborate with coworkers and oversee teams to meet deadlines and finish projects.

PROFESSIONAL EMPLOYMENT

Cognizant

Nov 21 - Current

Senior Process Executive- Accounts Receivables

- Responsible for calling Insurance companies (US) on behalf of doctors/ physicians and follow up outstanding accounts receivables.
- Prioritizing the pending claims for calling from the ageing basket.
- Convincing the claims company (Payers) for payment of their outstanding claims.
- Checking the appropriateness of the insurance information given by the patient if it is inadequate or unclear.
- Making a physical call by following the international norms and applicable rules for confidentiality and HIPAA compliance.
- Escalating the difficult collection situations to management in the timely manner.
- Reviewing provider claims that have not been paid by the insurance companies.
- Handling patients billing queries and updating their account information.
- Post cash and write off the contractual adjustments accordingly while working on the accounts.
- Meeting daily/ weekly and monthly targets set for an individual.

R1 RCM

Sept 19 - Aug 21

Analyst

- Worked in team of NASHVILLE to follow up the medical healthcare claims with US clients.
- To maintain the transaction records regarding payment.
- Worked on various type of denials such as Eligibility, Precertification denials, COB denials etc.
- Worked on Optimum, TpX tool to adjust the payments for the claims.
- Worked on E-Premis to check the status regarding billing issues.
- Delivered the requirements as per targets with quality and productivity.

- Handling escalation queue and update on the sheet.
- Mentoring and Providing feedback to the new folks.
- Publishing daily Production reports to the management team.
- Handling calls with onshore partners to check the status for claims and will process accordingly.

Dr. Lal Path labs

Sept 17 - May 19

Senior Associate

- Worked as Senior Executive to maintain the inventory report and publish to management team
- To resolve the client's issues regarding payments.
- Mentoring and Providing feedback to the team members.
- Prepare weekly dashboards and publish to the management at regular intervals.

ACCOMPLISHMENT IN CURRENT ORGANIZATION

- Received Thrice Director Level Recognition 'Ace of Spades – MODMED' award in the year 2022.
- Have also received multiple non-monetary recognition across departments for the quick and proactive responses and providing solution,
- Ended up reviewing the highest number of cases in Q1 & Q2-2022. Achieved 100% quality for the entire Q1 & Q2-2022 by utilizing deep dive skills and making detailed annotations for each case.