**SOUMYA KOKKONDA**

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# Career Objective:

Seeking a better & responsible position in an organization that provides me an opportunity to enhance my personal and professional skills in conjunction with goals and objectives of an organization.

**Work Experience:**

Company: **Ispace software solutions India pvt ltd (Client - Familia dental) (**March **16th to July 31st)**

Designation: **Senior Process Associate**

* **Description:**
* Currently working with Client (Familiar Dental) Providers Office. . Responsible for calling insurance companies (in US) on behalf of doctors/physicians and follow up on outstanding Accounts Receivable. Should be able to convince the claims company (payers) for payment. Skilled in AR Management. A hard working experience in end to end projects on Revenue Cycle Management, i.e. eligibility and benefit verification, charge entry, Denials Management, Claims Rejections, Claims Recoupments/Refunds, Caries Risk Assessment(CRA), Obtaining prior Authorizations. Claim Appeals, etc.
* Handling client account
* Working on failed and rejected claims.
* Part of client review for various accounts on monthly basis.
* Attending the call from Onshore team to discuss the daily trends and issues in processing the claims.
* Maintain communication with Payers (Insurance) example (**Dataquest, Delta Dental, Avesis,** [**Aetna**](https://www.google.com/search?hl=en&cs=0&sxsrf=AB5stBgFJ6DxmD-c3muCpiITpBIdZ4Jznw:1689734009113&q=aetna&stick=H4sIAAAAAAAAAOMwVGI0jJLOySwuUchPUygoyFfIzCsuLUrMS05VKMhJzCv-xSjtVpSfq1CcX1qUnFqskJhclF9crFCSkapQnpr0i4kj3tUvxDMkMn4DC-MrFjkuTv1cfQMzg6zCXCHB0LzMktQUhYzUxJySjOTEotRXLFxcHCAF2ekWFa9YhCCqjUrKi4uEWJ0z0_MSX7FwQwQtU4qTU-C89AzLtKpXLDxcXGANxWmmeUlwSeMCi2wDuKRlbq6xZTKca2ZSaJySsoiVNTG1JC_xFpskw60VPSrG3Sb20ax8BbsNeuMKdQ-vypoR7AEA8I4gLwwBAAA&sa=X&ved=2ahUKEwiwv4Lb3ZmAAxVd9DgGHe0LAYIQ7fAIegQIABAR)**, UHC, BCBS, Cigna , MetLife**) etc. via telephone or payer website if we need any information regarding the claim like Eligibility, View Claims, Check#, Date of payment etc.
* Focus on resolving the denial and rejection rather than writing off the amount.
* Priority to high dollars and sensitive case for those whose TFL about to expire.
* If the claim has already been paid, ask the insurance company for Explanation of Benefits (EOB)
* Work for provider’s based billing ,somehow any issue raised in billed claims then
* Recreate the claim again with correct info and void the previous claim
* Client interaction on weekly, monthly and Quarterly basis regarding the workflow

Company: **Genpact (Client -Walgreens) (**February **3rd 2022 to March 10th 2023)**

Designation: **Process Associate**

* **Description:**
* i worked with insurance process. Handling end-to-end business (Billing to Collection) which includes billing through system. Collections Invoice, financial research, data reconciliation, customer service, query handling, interaction with clients/payers, application of payments etc.
* I have knowledge in eligibility and benefit verification, charge entry, Denials Management, Claims Rejections, Claims Recoupments/Refunds, Caries Risk Assessment(CRA), Obtaining prior Authorizations. Claim Appeals, etc.
* Initiate telephone calls to insurance companies requesting status of claims for the outstanding balances on patient accounts and taking appropriate actions. Manage A/R accounts by ensuring accurate and timely follow-up.
* Claim processing and submissions.
* Checking the claim status as per their suspensions and denials.
* **Ticketing Tool:** Service Now, Service First, BMC Remedy.

**Company:** Worked with Sun Icon System Pvt. Ltd. from June 24th 2013 to 2015.

**Designation:** Sap Consultant

* Understanding the client business requirement on discussing with Client Team.
* Gathering of various data to understand the MM process flow in the existing business process.
* Analyzed, Prepared and Mapped the MM Organization structure.
* Complete Master Data extension of new plants such as Material, Vendor, Purchase Info record, Source List, Quota Arrangement.
* Configuration of document types and number ranges for PR, RFQ’s and PO’s
* Establishment of new pricing procedure and Output Message Determination
* Assisted in completion of SAP MM configurations related to Enterprise Structure and Master data, plant extension using Mass maintenance Activities.
* Established New Release procedure and New Output Determination.
* Worked on Automatic account determination with FI team.
* Establishing of Pricing Schema for the new plants with Management and Split Valuation.
* Involved in Unit Testing, Functional Integration Testing, and UAT for all customized developments.
* End user training and documentation of user manuals, training material. Post implementation support.
* Participation and oversight to the Ongoing Support Tickets based on agreed SLA.

**Technical Environment:**

* Applications: SAP R/3 ECC 6.0
* SAP Material Management (MM and Administration)
* MS Office
* Internet Applications
* Operating Systems: Windows

**Education details:**

2012 B-Tech (IT) from VAAGESWARI College of Engineering with 65%.

2008 12th from VIGNAN model junior college with 50%.

2005 10th from Expert High School.

Personal Details:

Name: SOMA SOUMYA,

Date of Birth: 24th October 1989,

Permanent Address: 1-2-44/112 RTC Colony Behind Saket Ecil X Road Hyderabad - 500062

Marital status: married,

Nationality: Indian,

Languages Known: English, Hindi and Telugu.

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: HYDERABAD (SOUMYA KOKKONDA)