

Resume

MOSES PAUL

CURRENT ADDRESS

H.No- 10-123
P V N COLONY
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OBJECTIVE

To secure a career in a reputed Healthcare organization, where I can utilize my knowledge, various skills & dedication in contribution towards fulfilling the company's growth objectives, develop my career and excel in the related field.

SUMMARY OF EXPERIENCE

- In depth knowledge of healthcare revenue cycle, medical billing and collection practices.
- Familiarity with procedures involving patient admission and managing insurance and information for patients.
- Substantial knowledge of medical terms and coding techniques.
- Skilled in coding using devices such as ICD-9 and CPT.
- Thorough knowledge of Medicare, Medicaid, Commercial payors billing standards and policies.
- Good understanding of medical terminology and HIPAA guidelines and regulations.

CAREER HISTORY

Current Employer: Sutherland Healthcare Solutions Pvt. Ltd, Hyderabad, India

Process: CarePoint Health, Erlanger Medical Center, Garden State Healthcare Associates

Position: Specialist

Period of Service: 20 Oct, 2014 to 2 Aug, 2016

ROLES AND RESPONSIBILITIES

- Follow-up on all outstanding insurance claims in accordance with practice protocol with an emphasis on maximizing patient satisfaction and practice profitability.
- Follow-up on all returned claims, rejected claims, correspondence, denials and rebills.
- Worked on Denial Management following with correspondence and appeals.
- Handled all paper works from submitting papers claims to appealing with medical records.
- Submit primary and secondary insurance claims electronically to ensure timely reimbursement.
- Strong working knowledge of CPT, ICD-9, HCPCS, modifiers, coding and documentation guidelines and trained on ICD-10.
- Strong working knowledge of managed care plans, insurance carriers, referrals and precertification procedures.
- Verifying eligibility and status of claims to efficiently conduct accounts receivable follow-up and to maximize revenue.
- In addition, strict adherence to write-off policies, refund policies and other accounts receivable policies.
- Adhere to all policies related to HIPAA and Medicare Compliance.

Previous Employer: Tech Mahindra

Process: Verizon

Position: Senior Technical Support Associate Level 2 / Band U2

Period of Service: 13 Aug, 2013 to 3 Sep, 2014

ROLES AND RESPONSIBILITIES

- Worked as a Senior Technical Support Associate for process Verizon ISP for the United States region.
- Handled Inbound and Outbound calls troubleshooting issues related with ISP, installation and configuration of LAN, WAN, Modems and Routers.
- Capable of troubleshooting hardware and software issues, installation, configuration and upgrading antivirus software.
- Capable of offering excellent customer care excellence within high-volume environment.
- Capable of multitasking and handling multiple applications at one time.

Previous Employer: Teleperformance (CRM Services Pvt. Ltd.), Gurgaon, India

Process: Microsoft Office Live

Position: SME/Microsoft Support Engineer

Period of Service: 15th Sep 2008 onwards till 4th May 2012

ROLES AND RESPONSIBILITIES

- Assisted customers facing queries and issues related with Microsoft Office Live website design tools and templates for website development.
- Assisted customers with queries and issues related with registration, renewal and re-delegation of Domains.
- Assisted customers to organize customer information, contact histories, and sales information in one place and make it accessible via the web to their entire organization.
- Assisted customers with online repository for documents in order to make them easily accessible to employees to facilitate collaboration in their entire organization.
- Assisted customers to streamline the editing process giving users remote access to company data, and download large files as needed.
- Supervised the Microsoft Office Live Small Business and Workspace Community Forum.
- Assisted customers with internet connectivity issues, emails, password resets.
- Resolved various technical problems varying from PC's, hardware, software, LAN, Modems and Routers.
- Managed and Supported the Floor.
- Prepared CSAT Analysis.
- Took Mentor Calls discussing the issues with the clients.
- Handled escalation calls and emails.

ACHIEVEMENTS

- Received Award of Excellence towards Microsoft Office Live Project during 2007-2009.
- Received Certificate of Appreciation towards Microsoft Program during 2007-2010.

EDUCATIONAL QUALIFICATION

Year	Degree	University/Board	Division
2000	AISSE (X)	C.B.S.E.	2nd
2002	AISSCE (XII)	C.B.S.E.	2nd
2005	B. Com	Burdwan University	2nd

PERSONAL STRENGTHS

Friendly and easy going with people, keen observer, fast learner and good listener.

PERSONAL DETAILS

Father's Name: Mr. Swamy Durai

Date of Birth: 25th April 1983

Languages Known: English, Hindi, Tamil and Bengali

Nationality: Indian

Hobbies/Interests: Watching Movies and listening songs.

PERMANENT ADDRESS

H.No-6, 5th Street,
K.R.S Nagar, Vallimalai Rd,
Katpadi, Vellore- 632007
(Tamil Nadu)

References:

Time:

Date:

Venue:

I hereby declare that all the information given above is true to the best of my knowledge.

MOSES PAUL