



RITIKA SURYA

Appeals Representative Associate



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im-ritika.github.io/profile

EDUCATION

Bachelor of Arts

NCWEB, Delhi University

2018 - 2021

Senior Secondary (+2)

Central Board of Secondary Education

2015 - 2017

Secondary (10th)

Central Board of Secondary Education

2015

EXPERTISE

- Healthcare Appeals Management
- Data Analysis
- Interpersonal Skills
- Compliance Knowledge
- Technical Proficiency
- Process Improvement
- Team Collaboration

LANGUAGE

- English
- Hindi

PROFILE

I am a dedicated professional with a BA from NCWEB, Delhi University, currently an Appeal Representative Associate at Optum Global Health. I manage healthcare appeals, ensuring compliance and effective communication with patients and providers. Committed to continuous learning and process improvement, I aim to contribute positively to the healthcare sector.

WORK EXPERIENCE

Optum

March 2023 - Present

Appeal Representative Associate

- Evaluating and processing healthcare-related appeals, ensuring that each case is thoroughly reviewed for accuracy, compliance, and timely resolution.
- Managing patient and provider grievances by investigating the claims, gathering necessary documentation, and making appropriate decisions based on established guidelines.
- Ensuring adherence to healthcare regulations and company policies, maintaining high standards of service to protect the integrity of the healthcare system.
- Collaborating with cross-functional teams to address complex issues, enhance operational efficiency, and ensure the best possible outcomes for patients and providers.
- Contributing to process improvements by identifying trends and suggesting enhancements that can streamline the appeals process, improving overall performance.



Central Water Commission

Dec. 2022 - Feb. 2023

Accounts Section-I (Trainee)

- Assisted in accounting procedures and data entry for financial records.
- Gained hands-on experience in handling accounts and administrative tasks.