

MOHAN M A

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Bangalore, India

Career Summary

- 17+ years of experience in Business Intelligence technologies along with around 10+ years of advanced analytics
- **B.Tech from Anna University, Chennai in Electronics and Communication Engineering**
- Solving business problems for **US Healthcare domain** through Data/Text Analytics
- Focusing and delivering: '**Analytics as a service**'
- Experience in P&L management, strategy, product led growth & category management roles in **Payer Analytics (Payment Integrity, Credentialing, Fee Schedule, Claim Analytics, Claim Rework, Utilization Management, Ageing in Place, FWA/SIU, Dental Recruitment, Financial Projections, Variance Analysis, Provider Management System (Payer Provider Relationship), Shift left (Postpay to Prepay) and Revenue Cycle Management**
- Data mining, statistical modeling and analytical approaches such as:
 - Classification, Regression, Time-Series, Multivariate Analysis, Rule Mining, Decision trees, Natural language processing (Sentiment and Lexical analysis), OCR
- 10+ years project management experience **in liaising with Client engagement team**, Service delivery & technology team to ensure the most effective systems, tools and technology are evaluated, proposed and implemented
- Responsible for **Insights generation, project on-time delivery and creation of reports** articulating the outcome and hand hold the pilot phase of action items being worked upon basis findings
- Strategizing on translating customer expectations and VOC into quantifiable problem statements and passing the requirement to the project team
- **Managed project deliverables and provided insights to the customers** and articulated the outcome that later converted to actionable
- Experience with **Agile methodologies** and well versed with tool like **Azure Devops (ADO Board) & JIRA**

Software Proficiency

- Database : SQL (T-SQL, PL-SQL)
- ETL : SSIS, Azure Data factory, Databricks Cloud
- Analytical Tools : Python, PySpark, R, SAS, SPSS
- Commercial Tools : SAS/SPSS Text Miner
- BI Tools : Tableau, Power BI, Qlikview, SAP BO

Work Experience

Company Name : **Sagility (HGS Healthcare, BPM)**
Designation : AGM - Business Transformation / Lead Data Scientist
Work Experience : Jan 2017 – till date

- Lead a team of data engineers, data scientist and BI developers and deliver projects on time as per client and senior management expectations
 - Responsible for P&L of CCM (Claim Cost Management), Dental & Pharmacy teams
 - Planning the team structure based on the proposed budget
 - Created and standardized the analytical tools and techniques to be used by operations and finance team to **monitor the performance of production floor through various dashboards and to identify root cause and necessary corrective actions** required
 - Investigated fraud, waste and abuse in healthcare insurance claims and identified recoverable savings for the client through **provider & member scorecards, volumetric analysis, benchmarking, segmentation and hypothesis validation**
 - Support operations team in **identifying and driving improvement projects**
 - Evaluate and address issues of troubled accounts/ customer's escalations through **qualitative and quantitative root cause analysis** and arrive at **corrective and preventive actions** leading to end user satisfaction
 - **Provide training** on Analytical (R/Python/SAS) & statistical tools and techniques
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- **Overpayment Identification:** Machine learning model to identify contractual payment inaccuracies. **Post-pay Savings of \$35Mn (Over a period of 3 years: 7Mn + 12Mn + 16Mn) in APC, DRG & SNF Audit type. Expanding the scope for other audit types.**
 - **Provider Email Automation:** Categorization of Provider Email Requests & routing into actionable buckets, Creating Case Ids & Sending response to Provider. **Annualized savings of \$500k**
 - **CRU Maintained Case % reduction:** CRU case review is one of the key administrative cost drivers for payer. Avoiding/reducing the maintained CRU review volume can reduce administration costs & also, this will improve Provider experience by eliminating repeat call/ follow-up. **35% reduction**
 - **Error Propensity Model:** To improve the Identification of errors using predictive modelling and build a robust audit strategy. **Annualized savings of \$436k**
 - **Reduction of Post Service Appeals:** 20% of G&A Post Service Appeals are overturned. Of this, 34% are due to errors in upstream processes including Auto & Manual adjudicated claims increasing the administration cost and impacts STAR rating. 6.8% reduction in G&A Volume

Previous Experience

Company Name : Sutherland Global Services, BPM
Designation : Sr. Associate Manager – Analytics
Work Experience : Jul 2007 – Jan 2017

- Handled \$1.2B worth Account receivables (AR Data Analytics & AR Collection)
- Prepared cash projections based on Historical financial data
- Recruitment & Training new hires on healthcare account
- Daily MIS report to Internal Management
- Quality Audit of the daily work done by the team members and provide one-on-one performance feedback
- Weekly & Monthly client status reports
- Monthly Status presentation to Top Management in USA & India
- Preparing training modules along with the client training team
- Stakeholder management
- Result presentation and explanation.

Personal Profile

Date of Birth : 25th March, 1986
Gender : Male
Nationality : Indian
Marital Status : Married
Languages Known : English, Tamil and Telugu

Certifications

SAS Base v9.4

SAS License BP052048v9

R Programming A-Z

Udemy License UC-1JVAW9RX July 2016

R Programming - Advanced Analytics in R for Data Science

Udemy License UC-81INA8UP July 2016

Intermediate R

DataCamp License 41d2e8bb2e859b627ad11c773821ebb6a3fdf619