**MOHAN M A** Mobile: 9962173074 email: [mamohan.analytics@gmail.com](mailto:mamohan.analytics@gmail.com) 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
* **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