Accomplishments:

I have been actively engaged in my project for the past year, adhering to a proper workflow.

completing the initial verification and submitting the application for the new providers on the same day.

Worked on SLA crossed lines to achieve the Target fixed by the team.

Obtained approval for both the provider and the group after making multiple attempts to contact the payors through phone calls, emails, and submitting multiple requests.

Retrieving information from a tool and then stored that data for later use or analysis.

Goals:

finishing all my quarterly rocks within the specified time frame.

finishing the task that has been assigned as high priority for the day, ensuring it is completed promptly and efficiently.

Taking more accountability and ownership towards my project for betterment process to make everything accurately.

Maintained 100% quality in my calling audits.

I am involved in clearing a large volume of Freshdesk emails alongside my team, ensuring they are addressed promptly and any necessary actions are taken.

initiated the process of submitting the federal application and concurrently beginning to make calls to federal payors.

handling new situations or scenarios through both phone calls and emails, as well as in certain applications.

Challenges faced!

identifying issues and bucks, then escalating them to the appropriate person or team and actively following up until the issues are resolved or cleared.

raising any issues with payors, forwarding or escalating relevant emails for their client attention and getting resolution.

I have faced difficulties while reaching a new payor in the new states.

Areas of improvement.

enhance confidence levels during interactions with federal payors, and clarity in communication to effectively address inquiries or negotiate terms and to be confident while submitting the federal application.

need to independently handle and resolve new situations or challenges as they arise, without relying on others for assistance.