

## Mohan KR

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### SYNOPSIS

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Over 11+ years of rich work experience in US Healthcare Insurance (Payer End), Process Compliance/Documentation, Client affiliation & Team Management.

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### CORE COMPETENCIES

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- Experienced in handling U.S Healthcare Insurance Claims Process which involves end to end expertise on Payer side of business i.e. from Enrollment, Data Entry of CMS 1500 & UB-04 claims, Claims Adjudication, Auditing, Adjustment, Denial handling and high aging claims.
  - SLA and performance management
  - Client Centricity and Business Metric Management
  - Quality/Knowledge and Continuous Improvement Management
  - Well experienced in Process Documentation, Process Compliance, Team Management, and Client Coordination.
  - Generating, controlling & directing the relevant MIS reports to assist in critical decision making process
  - Problem Solving & Decision Making & resolves problem in stipulated timelines.
  - Interaction with the support functions like HR, finance, administration, transport and technology
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### Work experience (Present):

Infosys BPO Ltd

29<sup>th</sup> August 2013 – Till Date

Place: Bangalore

Designation: Team Lead

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### Accountabilities:

- Handling a team of 21 members and taking care of their SLA
- Claims Inventory allocation, SLA & TAT Management.
- A single point of contact for internal & client management for any operational & software issue.
- Analyzing & reporting various data to internal as well as external customers.
- Interacting with Client on daily basis for the queries and clarifications.
- Ensure that all reports are sent on priority as per the client guidelines on daily basis.
- Processing claims under different line of business.
- Cross trained across platforms (Legacy and New Platform – Claims area and Benefit Coding)
- Certified Instructor from Client End – (Imparting training to new hires under various LOB's)

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**Accomplishments:**

- Transitioned one of the sub process in Benefit Coding in the year 2016
- Certified in **Green Belt** project on productivity improvement in processing of claims from 180 to 220 claims per FTE per Day as a project Lead.
- Awarded for consistent performance with “Spot Extra Miler” and “I-STAR”
- Honored with “Rising star” award for excellent performance.
- Attended CBT trainings such as business writing, Customer orientation, client interactions, interviewing skills, performance management etc.

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**Work experience (Previous):**

**United Health Group(UHG)**

2<sup>nd</sup> November 2011 – 1<sup>st</sup> August 2013

Place: Hyderabad

Designation: Senior process Executive

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**Accountabilities:**

- The Senior Associate is responsible for accurate and timely adjudication of all pharmacy and drug claims with billed amount up to \$1500
- Handled a small team of 6 members for their production and quality
- Ensuring team quality by performing internal audit
- Handled high dollar claims up to \$5k which require additional intervention

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**Work experience (Previous):**

**Hinduja Global Solutions(HGS)**

5<sup>th</sup> January 2007 – 26<sup>th</sup> September 2011

Place: Hyderabad

Designation: Senior process Executive

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**Accountabilities:**

- Handling high dollar facility claims above 100k and sending it to client for approval
- Conducting Test of understanding to enhance the team quality
- Ensuring team quality by performing internal audit
- Error Analysis and educating the team accordingly based on the outcome

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**Certifications:**

- PAHM (Professional, Academy for Healthcare Management) Certified by (America’s Health Insurance Plans, AHIP) for Module- AHM-250 and FAHM-510.
  - Certified Instructor/trainer for Benefit Coding/Claims new hire and Manual pricing by client end.
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**Educational qualification:**

- Bachelor of Science from Bangalore University, Bangalore – 2003

**Skillset:**

Area of Expertise	Skill	Proficiency
Language	English (spoken & written)	***
MS-office	Word, Power Point	***
Analytical tool	Excel	***

**Personal Details:**

Nationality : Indian  
Date of Birth : 6 April 1983  
Gender : Male  
Passport and Visa : xxxxxx and B1/B2 visa valid till Nov 2025  
Address : #25, Vaayu Nivas, 12<sup>th</sup> B cross, Pragathi Nagar,  
Chikkathogur Main Road  
Electronic city, Bangalore - 560100

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

Place: Bangalore  
Date:

MOHAN KR