

RESUME

S Venkata Rami Reddy

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Objective:

To work in a professional workdriven environment where I can utilize my skills and contribute towards organizational growth.

Professional Experience:

3. Aston Carter | NeoVance – Program Specialist

Duration: - 01 Dec 2026 – 02 Feb 2026

Location – Bangalore

Professional Summary: -

Detail-oriented Benefit Verification Specialist with experience confirming insurance eligibility, benefits coverage, and authorization requirements. Skilled in working with insurance providers, healthcare systems, and patients to ensure accurate and timely benefit information. Strong knowledge of medical terminology, payer guidelines, and HIPAA compliance.

- Verified patient insurance eligibility, benefits, deductibles, copays, and out-of-pocket expenses
- Contacted insurance carriers to confirm coverage and authorization requirements
- Documented benefit details accurately in EMR systems
- Communicated benefit information clearly to patients and healthcare staff
- Ensured compliance with HIPAA and company policies
- Assisted with prior authorization submissions and follow-ups

Professional Skills

Benefit Verification & Healthcare Operations

1. Insurance Benefit Verification (Medical & Pharmacy)
2. Eligibility & Coverage Validation
3. Prior Authorization Support
4. Deductible, Co-pay, Co-insurance, and Out-of-Pocket Analysis
5. Payer Policy Interpretation
6. HIPAA Compliance & Data Privacy
7. Healthcare Documentation & Audit Readiness

Tools & Systems

1. **Siebel CRM** – Case management, documentation, and workflow tracking
2. **Amazon Connect** – Call handling, queue management, and call logging, Out-Bound calls
3. EMR/EHR Systems (basic exposure, if applicable)
4. MS Office (Excel, Word, Outlook)

2.UI Softech Pvt Ltd-AR Caller

Duration: August-2023 to October-2025

Location: Pune

Professional Summary:

Dedicated and detail-oriented AR Caller with 2+ years of experience in the US Healthcare industry. Skilled in handling DME claims using Billing software, insurance follow-ups, denial management, and account reconciliation. Proven ability to complete projects within deadlines and deliver consistent performance with a positive and adaptable mindset.

1. Worked on aging reports and resolution of outstanding insurance claims.
2. Followed up on returned claims, correspondence, denials, and account reconciliations.
3. Re-billed claims using Billing Software.
4. Maintain clear communication with insurance providers to ensure prompt resolution.

Denial Management & Revenue Cycle Skills

Denial Management

1. Insurance Denial Analysis & Resolution
2. Denial Categorization (Clinical, Coding, Eligibility, Authorization, Timely Filing)
3. Root Cause Analysis of Claim Denials
4. Appeal Preparation & Submission
5. Reprocessing & Rebilling of Claims
6. Payer Follow-ups & Escalation Management
7. Reduction of Denial Rate & AR Optimization

Billing Software & Tools

- Medical Billing Software (Claims review, correction, resubmission)
- Denial Work Queues & AR Worklists
- Clearinghouse Portals
- Payer Portals (status checks, appeal uploads)
- MS Excel (tracking, reporting, analysis)

1. Mphasis Private Limited-Software Engineer

Duration: November-2021 to June- 2023

Location: -Bangalore

Roles And Responsibilities:

Implemented RPA using Automation Anywhere 360 in Retail, Banking & Finance Domain.

Having experience in a Web control room.

Preparing the handover documents regarding the process to support teams.

Providing support to the production team in resolving issues.

Solve day-to-day issues arising while running robotics processes and provide timely resolution. Debugging and identifying errors using Error handling.

Excellent problem-solving skills, good interpersonal skills, committed, result-oriented, hardworking and enthusiastic to learn new technologies.

TECHNICAL SKILLS:

Operating System: Windows

Database: MYSQL

RPA Tool: Automation Anywhere 360.

RPA Utilities: Control Room, Task Bots, Meta Bots.

Scripting Language: VB Script

Education Qualification:

1. B-tech – Hindustan Institute of Technology and Science, Chennai
2. Intermediate –Sri Chaitanya Junior College Vijayawada
3. SSC –Montessori Indus English Medium High School

Key Skills:

1. AR Calling (US Healthcare)
2. Billing Software
3. Denial Management

4. Insurance Claim Follow-up MS Office (Excel, Word)
5. Communication & Problem Solving

Strengths:

1. Positive attitude and patience in tackling challenges
2. Quick learner and tech-adaptive
3. Excellent team collaboration skills
4. Strong communication and analytical thinking

PERSONAL DETAILS:

Name: S Venkata Rami Reddy

Father Name:S Venkata Prasad Reddy

Date of Birth: 24-07-2000

Gender: Male

Marital Status: Not Married

Nationality: Indian

Declaration:

I hereby declare that the above-mentioned information is corrected up to my knowledge, and I bear the responsibility for the corrections of the above-mentioned particulars.