

Rohit Gupta

Flat no 404, Laxmina Aurum, Plot no 32, Sector 17, Ulwe Navi Mumbai 410206
8652461064 | rohitguptaram2196@gmail.com

Objective

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

Experience

Gebbs Healthcare Solutions 08/11/2021 - Current **SENIOR AR FACILITEE, CLIENT ASSISTANT, TRAINER, TEAM** **COACH**

- Assessing users daily quality and productivity reports
- Tracking daily attendance and counseling users if not able to met the daily production and quality
- Discussing claim related issues with client on weekly calibrated call and Trainers call
- Working for client Assistant Team, the primary role was to escalate issues to the client which the Agents were facing on the floor
- Cascading the same update to the Team on the floor
- Conducting training sessions on the floor and updating team with new updates
- As a trainer until OJT ends the entire batch gets mapped under Trainer, so have an experience of handling the Team, maintaining daily reports of attendance, following up with the Quality Team and the Production Team regarding each Agent's quality and production.
- Handling Attrition and trying to retain the ones who were leaving the organisation
- Motivating Agents and communicating the organisation's ideals effectively with the Agents
- Conducting meeting before the shift starts and discussing the top error with the team and also the updates
- Drafting reports of daily conducted training and emailing to the seniors
- In OJT phase handling their production and Quality and helping them to meet their daily targets • Helping them to clear their certification
- Helping trainees in OJT, compiling their Consolidated report and sending it to Quality and production team
 - Handing over the Team to the Operations once their Quality's and Production's report comes • Managing teams transport and attendance

Bizmatics India pvt Ltd. 08/05/2019 - 08/06/2021 SENIOR **AR**

- Prioritizing the inventory based on \$ value and ageing and work accordingly.
- Includes Analyzing Denied claims, pending, and underpaid claims.
- Worked on Gateway, TriStar and Daisybill clearing houses.
- Making calls to insurance companies, check available insurance websites for Claim status. • Prepare Appeals with all the necessary documents wherever required and fax or have client mailed it out.
- Try and find out trends/issues and work on it accordingly, highlighting the same to client.
- Reviewed old AR claims, followed up with insurance companies and effectively resolved accounts by doing phone appeals.
- Documented Appeal processes of various insurances; Ways to resolve Medicare and Commercial Insurance Denials
- Have worked on Workers Compensation claims, DME claims, Employers followup claims
- Crucial Inputs for enhancement of team performance and perfection.

- Also worked as an internal auditor for the process, Calibration with client, DOU/SOP preparation, providing training, maintaining client updates/feedbacks, sharing the same with the team

Gebbs Healthcare solutions 01/28/2018 - 08/04/2019

AR

- Started up as a beginner; performed like a seasoned candidate; experience in Ar activities; • Mastered Medical billing concepts by constant exploring and learning habits. within months started taking up Group Coordinator responsibilities.
- Reviewed old AR claims; followed up with insurance companies and effectively resolved by doing phone Appeal.
- Well verse with HIPAA compliance and other guidelines that are CMS, COBRA.

Analysed denied EOB; Identified missing information and resubmitted claims

- Documented Appeal processes of various insurances; ways to resolve Medicare and Commercial insurance denials

Education

- Mumbai University 2021

Ma in English Literature B Grade

- Mumbai University 2017

Bachelor's in Mass and Media A Grade

Skill

- Strong decision making and problem solving skills
- Attention to Details, Good Analytical Skills
- Leadership skills, people management
- Able to motivate and lead others in team environment
- Able to prioritise tasks and workloads in order of importance
- Strategic planning, Organizing, Delegating, communicating effectively Projects

Lean Six Sigma Project

- Client Assistance had become a dumping ground for the entire production team so I tried and streamlined the project using Lean Six Sigma and that was appreciated by client and Gebbs team

SQL DATABASE MANAGEMENT

- Completed SQL programming language which is used is managing and manipulating Data.

Achievement & Awards

- I was appreciated for my work from client and I was declared as Gebbs Achiever and was rewarded with a cash prize and a Badge

Interests

- Reading Novels
- Football

Personal Details

- Date of Birth : 21/09/1996
- Marital Status : Single Additional skills
- I am DNA (Design Nurture Accelerate) certified which is helpful in designing effective training material DNA is also useful in making Client's process based DOU which is helpful in making the process more simple and also maintaining the clients requirements and goals

Additional Skills

- Pursuing Lean Six Sigma Black Belt

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