



Spondon Borah

High-energy professional targeting assignments in **US Medical Billing, RCM, Quality, Team Lead, Back Office Operations, & Training Department.**

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Profile Summary

- ❖ A focused and goal-oriented individual having trained in the fields of US Medical Billing.
- ❖ Skills in analysing and interpreting unique problems, with a combination of logical & analytical thinking to find the right solution.
- ❖ An innovative & detailed-oriented individual with strong problem solving and analytical skills.
- ❖ 4.5+ years of experience in US Medical Billing.
- ❖ Responsible person for training and supervising several batches of trainees in the field of US Medical Billing both as a SME and a Process Trainer.
- ❖ Comprehensive knowledge of RCM and US Medical Billing, AML, Risk Management & Compliance.
- ❖ Emphasis on providing base for relating Theory and Practical knowledge in RCM.
- ❖ Emphasis of maintaining ethical conduct and following compliance norms.
- ❖ Bridge the gap between the AR and Billing teams to work out rejections and billing related issues.
- ❖ Worked for the Payment Posting team to understand their workflow.

Education

- ❖ MBA in Financial Markets in Institute for Technology and Management, Mumbai in 2016.
- ❖ B.Com, from K. C. Das Commerce College, Guwahati in 2012.
- ❖ 12th from Guru Teg Bahadur Academy, Tinsukia in 2009.
- ❖ 10th from Saumarjyoti Vidyalaya, Tinsukia in 2007.

Career Timeline

- ❖ Feb'22 – Present - Wipro Technologies Limited, Kolkata
- ❖ Jan' 20 – Feb' 22 - Inventurus Knowledge Solutions Private Limited, Mumbai
- ❖ Jan' 18 – Dec' 19 - Gebbs Healthcare Solutions, Mumbai.
- ❖ Apr' 16 – Jun' 16 - Goldman Sachs Pvt. Ltd, Bangalore.
- ❖ Mar' 16 – MBA from Institute for Technology and Management, Mumbai.
- ❖ Apr' 15 – Aug' 15 - Aditya Birla Money Mart Ltd., Mumbai

Area of Excellence

- ❖ US Medical Billing/RCM
- ❖ Training/SME
- ❖ Back-office operations
- ❖ Compliance

Soft Skills

- ❖ Communicator
- ❖ Motivator
- ❖ Team Player
- ❖ Thinker/Observer
- ❖ Problem Solver

Work Experience

Work Experience

Mar'22 - Present

Wipro Technologies Limited (US Medical Billing)

Role: Subject Matter Expert

Responsibilities:

- Supervise and assist associates in achieving their daily targets.
- Supervise new associates in completing certifications.
- Bridge the gap between quality and operations.
- Provide and/or arrange for timely feedback sessions.
- Provide and/or arrange for timely training sessions for new updates or update for existing workflows.

- Random audits to keep a check if the production in check with quality.

Sep'21 – Feb'22

Inventurus Knowledge Solutions Private Limited (US Medical Billing)

Role: Quality Expert

Responsibilities:

- Audit daily production of each Agent for AR, EVBV and Patient AR.
- To conduct regular Feedback sessions for Agents
- To conduct calibration sessions with operations.
- Generating daily, weekly & monthly Quality Reports.
- Should have knowledge of 7 tools of quality.
- Assistance for continual improvement.
- Providing trainings to agents on quality parameters and KRA's.
- Maintain and update SOP and Update tracker.
- Call Audit.

Jan'20 – August'21

Inventurus Knowledge Solutions Private Limited (US Medical Billing)

Role: Revenue Cycle Representative

Responsibilities:

- Check and ensure timely release of payment from insurance companies to providers.
- Communicate with Insurance companies to resolve any discrepancies in claims for timely release of payments.
- Daily reports and the update the statistics in the system.
- Train new employees in terms of software and supervise them during the OJT phrase.
- Maintain constant communication with Team Managers and Quality Officials to sort out rejections and denial scenarios to resolve payment discrepancies.
- Bridge the gap between the AR and Billing teams to work out rejections and billing related issues.
- Find out new ways to resolve denials and rejections and communicate the same to the team.
- Work for payment posting as per business requirement.
- Appeals audit and AR report preparation.

Achievements:

- **November 2020:** Resolved Medicare insurance's rejection which was related to the provider credentials stating rendering provider was not credentialed certain tax id. Review showed for a facility location Medicare claims need to be billed with CMS-1500 with facility information Box# 24J and 30. At that time the value was estimated for the effected claims at \$100K. Issue was identified by late September, 2020 and solution was identified by Mid October on which action was taken by end of November 2020. By mid December we saw payments coming in for those claims. Issue was marked as resolved.
- **February 2021:** Gastroenterology: US Abdomen Ultrasound (76700): As per CMS guidelines, only one 76700 was allowed per provider per billing group. Usually, 76700 is billed under a MD and a Radiologist wherein one is paid at 100% and other is paid at a reduced rate considering billed with correct Modifier combination. Review and comparison was done with old accounts across several patients to conclude that modifier 26 is billed with a MD and TC is applied to a Radiologist. Experiment was done on effected value of \$8K for which by the end of March saw payments coming in. Findings were the shared with the team as an updated. Greatly reduced the 90+ inventory and coding/clinic tasking.
- **July 2021:** Anaesthesia/Gastroenterology: Anaesthesia claims were getting denied for procedure modifier combination was incorrect. A trend was identified that only a physical status modifier was getting billed. Review and comparison was done with old accounts across several patients to conclude that, claim were mostly getting billed under a CRNA for which the modifier QZ needs to be billed and QS as the surgeries are monitored care. Out of the effected claims value \$3K was experimented. By end of July confirmed payment issue for these claims. Status was shared and further actions were taken on similar scenarios confirming payment for those as well. Issue considered resolved. Greatly reduced the 90+ inventory and coding/clinic tasking.
- **August 2021:** Awarded Star Performer Award for 3 consecutive quarters between October 2020 and July 2021.
- **April 2021 – August 2021:** Worked for the Payment posting team and understood their workflow. Was able to identify the gaps in the AR workflow while working for the paid claims. New strategy was implemented starting May 2021. Focus was given to obtain payment bifurcations for multiple line items, obtaining bulk EOB/ERA and for confirm the identity of payment – Check/EFT/VCC. This helped our team to greatly reduce our target numbers for each month.

Jan'18–Dec'19

GEBBS Healthcare Solutions (US Medical Billing)

Role: Sr. Accounts Receivable/Line Trainer

Responsibilities:

- ❖ Check and ensure timely release of payment from insurance companies to providers.
- ❖ Communicate with Insurance companies to resolve any discrepancies in claims for timely release of payments.

- ❖ Provide work specific training to the new employees as per client requirements.
- ❖ Generate daily reports and the update the statistics in the system.

Apr'16 – Aug'16

Golman Sachs Pvt. Ltd (Contingent Worker)

Role: Pre-Matching (Trade Management)

Responsibilities:

- ❖ Check and ensure Pre-matching of trades on and before value date.
 - ❖ Communicate with both brokers and agents to match the trades ❖
- Generate daily reports and update the statistics in system.

Internship

Apr'15-Aug'15

Aditya Birla Money Mart Ltd Role:

Intern Real Estate Advising

Responsibilities:

- ❖ Accumulate large number of potential clients.
- ❖ Identify suitable projects for the potential clients.
- ❖ Survey various urban and sub-urban areas for understanding the demand and sentiment of the people towards Real Estate sector.
- ❖ Meet new and existing clients; understand their requirements to provide them with suitable products.

Extracurricular Activities

- ❖ Writing short stories and poems
- ❖ Won twice in Debate competitions in school
- ❖ Participated in Drama competition during graduation and masters.

Voluntary Assignment

❖ Volunteered with Dharma Bharti Mission for teaching underprivileged students.

Personal Details

Date of Birth: 8th October, 1991

Language Known: English, Assamese, Hindi, Bengali

Current Address: CG-176, CG Block, Sector 2, Bidhannagar, Kolkata - 700091

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