

Ansuman Singh

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**Seeking assignments in the areas of Operations Client servicing with an organization of high
repute**

PROFESSIONAL SYNOPSIS

Insightful experience more than 8.5 years in US Healthcare Industries. Worked for RCM Operations in AR (Account Receivable) and currently working in RCM Operations as "Manager Operations". Demonstrated ability to quickly learn organizational processes, workflows, policies and procedures of the company. Deftness in handling overall functioning of processes & implementing processes in line with the pre-set guidelines. Ensuring that the process surpasses achievement of delivery & service quality norms for all valuable clients.

CORE COMPETENCIES

Operations Management:

- Manage team and motivate them to perform at high level.
- Interfacing with management for ensuring to meet daily team targets within the Service Level Agreements (SLA).
- Assisting the management on client calls and sort out the issues stirring in the process.
- Giving process training to the new promotes.
- Co-ordination with the people to achieve their targets by resolving different issues.

EMPLOYMENT RECITAL

**Revenue Synergy (Delhi NCR)
Manager Operations (June'2021 to Current)**

Job Role:

- Handling RCM for 7 major Project.
- Current span of control – 230 analysts, 8 Team Lead and 4 Team Coach.
- Conducts root cause analyses to identify areas where the process may not be working effectively or efficiently. Working with the Revenue Cycle VP, facilitates and manages process improvement efforts in the entities to drive improvement in the overall revenue cycle process.
- Develops work standards, monitors quality and quantity of work processed, and ensures that policies are communicated and administered consistently. Works closely with operations leads to monitor compliance to policies and procedures as they relate to the revenue cycle.
- Assist in the development and implementation of Standard Operating Procedures (SOPs) for all RCM department functions.
- Drive project work for end-to-end assessment and full due diligence processes at a single potential client site.

- Identify opportunity areas and develop benefit estimates and financial models for potential clients.
- Manage timelines and project plans for the completion of the assessment and full due diligence process.
- Collaborate with other functional units (optimization, finance, human capital, technology and compliance) to ensure timely reviews and contributions of final documents
- Ensure clients SLA is met including service delivery, timely report and quality control.
- Ensure effective communication with the client on project & the issue faced by the client is resolved.
- Develop a strategy the Team use to reach its goal.
- Improve the operational system, processes and policies in support to organization mission.
- Tracking and maintaining metrics for a variety of data includes attendance, productivity etc.
- Identify trends within the portfolio to aid collections and improve the productivity.
- Create reports to update the company on team's progress.
- Monitor team members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed.

Sun Knowledge Pvt. Ltd. (Kolkata)
Assistant Manager (Feb'2018 to June'2021)

Job Role:

- Handling RCM for 3 major Project.
- Current span of control – 80 analysts and 2 Team Lead & 1 SME.
- Planning and implementing daily & weekly inventory.
- Implementing strategic AR Follow Up initiatives.
- Tracking Claims rejection from Clearing House.
- Tracking ERA for different payers' basis the payment cycle from Clearing House.
- Responsible for ensuring that team functions at optimum level of production and quality.
- Responsible to actively participate in Process improvement projects and drive implementation and execution of such initiatives
- Motivating the team to achieve daily, weekly and monthly production & quality targets
- To ensure delivery of Revenue Cycle Processes within the stipulated turnaround time adhering to the process protocol for each of them.
- To ensure the Quality of the data processed reaches the Quality standards as agreed with the Client and in line with their expectations.
- Treating each individual customer as profit Centre and ensure that the bottom-line is maintained and improved by process efficiencies and optimum utilization of manpower & technology.
- Work closely on a day-to-day basis with the delivery team to ensure staff enthusiasm and good work place.
- Review with the Team Leads on daily MIS with respect to Productivity, Quality & Collections.
- Periodical monitoring of the top line with respect to the RCM division and take pro-active measure if there is an indication of negative variance. Also ensure that the variance is substantiated to the board with strong reasoning.
- Part of the Product Excellence team which provides directions / suggestions / enhancements to incorporate Intelligence to the Practice Management Software making it most competitive in the industry.

Aegis Associates Pvt. Ltd. (Delhi)
Team Lead-AR (Dec'2016 to Jan'2018)

Job Role:

- Managing of Team (Denial & AR, EV and Billing) of 35-40 Team members in busy work environment.
- Maintain quality and productivity of individual and Team.
- Analyzing the Global issues in process and get it resolved with the help of coding team and Client Office.
- Frequently interaction with Client and Patient calling team to get the resolution faster.
- Responsible for the Attendance, KPI/KRA of individual.

- Manage and created business reports and presentations for Monthly/Weekly reviews for internal management and client
- Work order strategy and HIPAA Compliance Audit ➡ RCA and POA for any internal or external issues/errors.
- Responsible for attrition, Inventory management, Utilization and Efficiency
- Various audits from Internal and External teams
- Addressing VOC (Voice of Customer) on priority and planning functioning of the team to ensure high performance.
- Playing a key role in ensuring client satisfaction and retention, delivering exceptional service to clients as measured by consistent payment levels and high net collection rates and low AR.
- Maintaining client servicing by providing appropriate solutions and feedback for correct billing.
- Find out the automation opportunities in process to reduce the FTE efforts.

Aegis Associates Pvt. Ltd. (Delhi)
Sr. Claim Management Specialist (Dec'2013 to Dec'2016)

Job Role:

- Providing team with the company's vision and the objectives of all projects.
- Created an environment oriented to open communications, creative thinking, cohesive team effort and work place trust.
- Have achieved team consensus and create win-win agreements wherever possible.
- Keep discussions focused and ensure decisions lead toward closure
- Collection of outstanding dues along with handling customer's enquiries and disputes.
- Working on target and quality-oriented work environment wherein highest level of customer service scores are required.
- Devising strategies for improving customer care functions and to get the claims paid from insurance companies.
- Worked on AR Follow-ups.
- Prepared Client's feedback on the basis of statuses of claims.
- Coordinated telephonic and email interaction between internal and external parties.
- Ensured proper asset management and office records maintenance.
- Specialist in dealing with different types of medical claims (HCFA 1500 & UB04). Have a deep knowledge of ICD, CPT, HCPCS coding.
- Contacted insurance companies to get the patient's insurance eligibility verified.
- Obtained Authorizations on behalf of providers.
- Make calls to U.S Insurance Representatives to get the status of Billed/Denied Claims.
- Follow-up on claims under various categories.
- Doing self-audit to eliminate the conceptual errors.
- Provide the daily production numbers to Management.
- Provide floor support and buddy-up to new comers.
- Handle client calls, AR and denial team.

ACHIEVEMENTS

- Stood as a champion many times and have been awarded as a star performer.
- Was awarded a Star Performer with 100% process knowledge
- Always shown exemplary performance in Quality & Customer service.
- Good with MS Excel, Word and Power Point & Well versed with all computer applications.
- Good with Inter personal relationships.
- Strong Ability to handle self-correspondence and letter drafting.

TECHNICAL SUMMARY

- MS Office (Word, Excel, PowerPoint, Access, Outlook) 1 MS DOS 1, Advance Diploma in Software Technology.

SOFTWARES WORKED ON

- Kareo
- Intergy
- Advance MD
- eCW
- EPIC
- TCMS
- Greenway
- NueMD
- OPIE
- Brightree
- XIFIN
- AllScripts
- ART
- MedFM

SCHOLASTICS

- **B.Sc. (Zoology):** From CSJM University Kanpur.
- **Senior Secondary (PCB):** From UP Board Allahabad.
- **Higher Secondary:** From UP Board Allahabad.

PERSONAL VITAE

Father Name	:	Sh. Jay Prakash Singh.
Nationality	:	Indian.
Sex	:	Male.
Marital Status	:	Married.
Hobbies	:	Playing Cricket & Listening Songs.
Languages	:	Hindi, English

Dated: --/--/----

Place: _____