

Abhiroop Jada

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Education

<i>Course</i>	<i>Institution</i>	<i>Year</i>	<i>Score</i>
Bachelor of Business Administration	SRM University	2018	7.8
12th	NRI Academy	2014	89%
10th	Loyola Public School	2012	78%

Internship

During my graduate course, I worked for a month as a market research intern in a graphic design school called *AND Design School*.

My job was to identify the target market and prepare questionnaires for the potential customers to fill and find out if a career in graphic design suits them and later counsel them.

Experience

1. From January 16, 2019 to January 24, 2021

2 years as an *Accounts Receivable Caller* in AGS Health, LLC which is a US Healthcare Revenue Cycle Management Company. My role was to review health insurance claims, call US insurance companies and find out the status of the filed claims and process those claims.

I worked for a client called Schumacher Clinical Partners originally know as Schumacher Group. Based in Louisiana, Schumacher Clinical Partners (SCP) is a privately held, physician-driven company dedicated to helping hospitals and providers deliver high-quality patient care. The company's network spans 7,200 plus partner providers and more than 400 independently run facilities nationwide. On an annual basis, SCP treats more than eight million patients, providing emergency and hospital medicine.

2. From March 15, 2021 to December 4, 2021

8 months as an *Accounts Receivable Caller* in Hinduja Global Solutions Limited which is a US Healthcare Revenue Cycle Management Company. My role was to review health insurance claims, call US insurance companies and find out the status of the filed claims and process those claims.

I worked for a client called Steward that operates 39 community hospitals across nine states and 5 internationally in the countries of Malta and Colombia; serving over 800 communities with 5,500 providers and 43,000 dedicated health care professionals caring for 12.3 million patients annually.

3. *From December 6, 2021 to current*

Working as an *Accounts Receivable Caller* in Cognizant Technology Solutions which is a US Healthcare Revenue Cycle Management Company. My role is to review health insurance claims, call US insurance companies and find out the status of the filed claims and process those claims.

Working for various dermatology physicians through a company called Modernising Medicine that offers electronic health records, practice management, revenue cycle management and data analytics for doctors.

My day to day responsibilities include -

- Calling Insurance companies (in US) on behalf of doctors/physicians/hospitals and follow up on outstanding Accounts Receivable.
- Understanding the client requirements and specifications of the project.
- Ensuring that the deliverable to the client adheres to the quality standards.
- Prioritizing the pending claims for calling from the aging basket.
- Outbound calls to insurances for claim status and eligibility verification.
- Convincing the claims company (payers) for payment of their outstanding claims.
- Checking the appropriateness of the insurance information given by the patient if it is inadequate or unclear.
- Making a physical call by following the international norms and applicable rules for confidentiality and HIPAA compliance.
- Escalating difficult collection situations to management in a timely manner.
- Reviewing provider claims that have not been paid by insurance companies.
- Handling patients billing queries and updating their account information.
- Posting cash and write off the contractual adjustments accordingly while working on the accounts.
- Meeting the targets set.
- Performing assigned tasks/ completes targets with speed and accuracy as per client SLAs.

Knowledge and skills

- Experience in Healthcare Revenue Cycle Management process.
- Experience in medical billing & accounts receivables in US healthcare.
- Written and verbal communication skills.
- Computer skills including Microsoft Office.
- Ability to prioritize and manage work queue.

- Ability to work independently as well as in a team environment.
- Analytical and problem-solving skills.
- Typing skills with a speed of minimum 30-35 words per minute.
- Daily use of Centricity, ModMed and Meditech (healthcare IT software). It includes software for independent physician practices, academic medical centres, hospitals and large integrated delivery networks. The various modules perform practice management, revenue cycle management, electronic medical records, medical imaging, and other functions.

Biodata

<i>Gender</i>	Male
<i>Age</i>	25
<i>Nationality</i>	Indian
<i>Languages known</i>	English, Tamil, Hindi (manageable), Telugu (mother tongue)
<i>Address</i>	Flat 102 , A B Towers, Mahatma Gandhi Inner Ring Road, Guntur, Andhra Pradesh, India 522509
<i>Date of birth</i>	8th March, 1997