

Dusa Vaishnavi

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Career objective

To be a part of an organization where I get the chance to use my knowledge to contribute in the progress of the organization. I am a highly organized and hard-working individual looking for a responsible position to gain practical experience.

Education

Degree/ Course	Institute/ college	University/ board	Percentage / CGPA	Year of passing
10th	Sri Viswasanthi Residential school A.P	SSC	8.5 CGPA	2014
Bi.PC	Sri Chaitanya Junior College, Telangana	Intermediate	72.00%	2016
B.Sc. in BZC	Wesley Women's Degree College, Telangana	Osmania University board of examination	8.82%	2020

Experience

March 2021 to current

1 year 2 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 insurance companies and find out the status of the filed claims and get those claims processed.

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.

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 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.

Achievement

National Cadet Corps (NCC) – A

Strengths

- Good soft skill to present myself clearly
- Good written and verbal skills
- Quick learner and a consistent team player
- Responsible and creative
- Strong determination
- Multitasking

Personal details

Name	-	Dusa Vaishnavi
Date of birth	-	29/05/1999
Gender	-	Female
Father's name	-	Dusa Chandra Shekar
Mother's name	-	Dusa Bhuvaneshwari
Address	-	16-89/24/1,ration shop lane balaji nagar 500087
Nationality	-	Indian
Marital status	-	Unmarried
Language know	-	English, Telugu, Hindi

Declaration

I declare that all the information given above is true with best of my knowledge.

Vaishnavi Dusa