

CURRICULUM VITAE

Name	Hemant Kumar Gupta
Fathers Name	Lallu Prashad Gupta
Date of Birth	24 th Oct 1996
Permanent Address	D Wing 410 4 th Floor Gomes Town SRA CHS LDT LBS Road Behind Naaz Hotel Kurla (W) Mumbai 400070
Contact	+91 9702829158
Email	guptahemant856@gmail.com

Key Skills

- **Effective Communication** – I have good conversational, interpersonal, presentation and motivational skills.
- **Team Player** – I enjoy sharing knowledge and help people groom on target areas.
- **Planning and Organizing** – I can handle challenging situations without compromising on given deadlines.
- **Problem Solving** – I have good analytical skills and always focused on improvement.
- **IT Skills** – Conversant with MS office.

Education Qualification

Qualification	Name of School	University	Graduation date
S.S.C	Hindi High School	Maharashtra Board	2011
H.S.C	Vidya Niketan College	Maharashtra Board	2013
BCOM	Laxmi Chand Golwala College	Mumbai University	2017

Work Experience

I carry over 4.9 years of rich experience in RCM industry.

Company Name	Designation	Work Tenure	Project
Wipro Limited	SME	15th Dec 2021 to Current	Medical Billing
Infinx Services Pvt. Ltd	Sr. AR	2019 – 8th Dec 2021	Medical Billing
Gebbs Healthcare Solution	AR	1 st December 2017 to 16th June 2019	Medical Billing

WIPRO Limited

Wipro Limited (formerly, Western India Palm Refined Oils Limited) is an Indian multinational corporation that provides information technology, consulting and business process service

Following is my Responsibility: Currently working as SME (On paper) – Period (Since Dec 2021 – Till Current)

- Handling team consist of 30 members.
- Made over 45+ employee client certified (Pre M2 and Pre M3)
- Provided RCM and Denial training to Fresher
- Provided the software and SOP training to team
- Working on RTP file (Which is collecting the team count and maintaining the team average)
- Preparing the ORR file (Overall Readiness Review)
- Preparing the Clarification logs and presenting to client on weekly call.
- Bringing the clarification on trends and doubts from client through email.
- Preparing websites
- Resolving the tech issues of team by coordinating with IT Team.
- Daily Huddles to fulfill the client requirement.
- Providing floor support by answering queries and attending Supervisor calls.
- Providing coaching and constructive feedback on follow-ups done by new team mates.
- Doing the audit's before sending it to client for certification
- Taking the lead in the absence of team lead for more then 45+ users.
- Taking the team attendance for overall span of 80+ members and sending the file to MIS team
- Maintaining the production and quality tracker
- Maintaining the Leaves tracker
- Handled the Coding project and delivered within the deadline given by client with quality work.
- Mapping the completion status preparing the summaries and presenting to the client.
- Preparing the daily RTO status
- Worked on Manager que to bring the payment from insurance.

- Checking Power Bi and Crystal view report to find the accurate production and quality and sharing the feedback with Team
- Doing the RCA on external quality report
- Preparing the MOM after client call and QA meet

My Achievement in Wipro Limited:

1. Multiple times received client appreciation for highlighting Trends
2. Multiple appreciation from AVP for outstanding team performance

Infinx Services Pvt Ltd (Tandon Group) Sep 2019 to Dec 2021.

Infinx Services Pvt Ltd is a part of Tandon Group which excels in providing RCM support to their clients based out who is one of the biggest Radiology partners where we provide coding assistance, payment posting, general follow-up and denials management of claims.

Following are my Responsibility: Currently working as ATC (Off paper) – Period (1st June 2020 – Till Current)

- Handling team consist of 15 members with under observation of supervisor.
- Co-ordinating with supervisor for any kind of escalation, Trends & Issue and updates on the process.
- Maintaining monthly production tracker for the team.
- Finding issues from the inventories on which required client assistance.
- Preparing PPT's for the issue which can be discussed on client call
- Preparing Disposition summary.
- Daily Huddles to fulfill the client requirement.
- Providing software training and process update to new joiners.
- Auding claims and giving feedbacks for new joiners (start 2 weeks)
- Assisting team with denials or process update specially Fresher's.
- Working on Denials and taking appropriate action on the account.
- Getting claim status from insurances.
- Working on Client Escalation and High dollar claims.
- Resolving refund requests made by insurances.
- Following up on claims that have passed age of 30 days.
- Following up on claims with insurance that were unacknowledged by clearing house to identify if the claim is on file or not with the insurance.
- Following up on urgent request on claims made by the U.S office.
- Sending appeal via fax to insurance.
- Providing floor support by answering queries and attending Supervisor calls.
- Providing coaching and constructive feedback on follow-ups done by new team mates.

My Achievement in Infinx Services:

- Star Performer for the Month of Oct 2019 and part of Best Team of the Year 2019.
 - Promoted from Ar Associates To Sr. AR
 - Currently Working as ATC (Assistance Team Coach) from past One Year.
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Gebbs Healthcare Solution

GeBBs Healthcare Solution is a one solution for all the leading Medical Billing Company which provided End to End resolution to Client.

Following were my responsibilities from (1st December 2017 to 16th June 2019)

Account Receivable

Responsibilities

- Working on Denials and taking appropriate action on the account.
- Getting claim status from insurances.
- Working on Client Escalation and High dollar claims.
- Resolving refund requests made by insurances.
- Following up on claims that have passed age of 30 days.
- Following up on claims with insurance that were unacknowledged by clearing house to identify if the claim is on file or not with the insurance.
- Following up on urgent request on claims made by the U.S office.
- Sending appeal via fax to insurance.
- Providing floor support by answering queries and attending Supervisor calls
- Assisting team with denials or process update specially Fresher's.

My Achievement in Gebbs Healthcare Solution:-

- Brilliant Mind Award (As working on 2 different processes in Advantage)
- 100% attendance awards

Dated:

Signature: Hemant Kumar Gupta

