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AKHLAQUE KHAN

About

I have an overall experience of 5+ years in RCM (Medical Billing), currently working as a QA. I have combined experience in AR, payment posting, appeals, refunds and rejection to provide End to End resolution. I have worked for Hospital & Physician billing. My responsibility is to achieve client requirements by Auditing account and giving feedbacks on error and providing input on same to improve the Quality of operations. Maintaining data and releasing report as daily, weekly & monthly audit report, hygiene and conducting PKT monthly. Attending calibration call with clients and Ops. Providing plan of actions to associates not meeting the quality scores and helping them to improve their quality by monitoring their progress. Providing inputs to help training dept in training curriculum and also helping AR with training. I have **hands on experience on software like Imagine, Prognosis, Citrix and VM ware.**

Career Objective

Looking for an opportunity in an organization where all my professional knowledge and potential can be optimally utilized and enhanced. My deep intension is to put my quality efforts to create synergy that will help my organization to move forward at the heights of success.

PROFESSIONAL EXPERIENCE

- Company - **Pacific BPO Pvt.Ltd (25/01/2022 – Present)**
 - Department - Accounts Receivable
 - Position - Quality Analyst
 - Roles
 - Conducting Daily Audits.
 - Call Monitoring.
 - Feedback and training.
 - Preparing and Publishing Daily, weekly & Monthly reports.
 - Conducting PKT.
 - Conducting certification.
 - Attending client calls.
 - Taking Quality huddles.

- Company - **GEBBS Health Care Solution Pvt.Ltd (08/07/2019 – 21/01/2022)**
 - Department - Accounts Receivable
 - Position - Sr. AR Facilities
 - Roles
 - Allocation of files to team members.
 - Working on WC claims

- Working on aging bucket and denials.
- To maintain records of teams OT and Production.
- To co-ordinate with the insurance company whenever is required to resolve the claim.
- To train new joiner.
- To analyze the accounts and take suitable actions.

Awarded for “GEBBS ACHIEVER” in the department.

- Company - **Bizmatics Ind PVT Ltd (10/05/2018 – 30/06/2019)**
- Department - Revenue Cycle Management
- Position - Senior AR
- Roles -
 - To analyze the accounts and take suitable actions.
 - To co-ordinate with the insurance company whenever is required to resolve the claim.
 - To take care of the collection for the assigned practice.
 - To post payment.
 - To call patient.
 - To provide End to End resolution on claim.
 - To train new joiner.
 - To audit the accounts of the new joiner
 - Analyze and Manage the Practice Health of the Assigned Clients
 - To Complete other assigned tasks within the given deadlines
 - To Handle all Clients in Professional Manner
 - To understand the client need and provide the feedback
 - To Ensure and provide a high standard of client service at ECW by displaying friendly, responsive, courteous and effective communication to Client’s enquirers, increasing value to existing clients and prospective

- Company - **GeBBS Healthcare Solutions (05/08/2017 – 30/04/2018)**
- Department - Revenue Cycle Management
- Position - Accounts Receivable
- Roles -
 - To analyze the accounts and take suitable actions.
 - To co-ordinate with the insurance company whenever is required to resolve the claim.

ACADEMIC QUALIFICATION

❖ HSC - 2009

TECHNICAL PROFICIENCY

Operating System	Ms-Windows XP, 2000.
Packages	Ms-Office, Internet Surfing.

Personal Attributes

- Quick Learner
- Hard working with positive attitude
- Adaptive
- Honesty

Computer Proficiency

- Operating system – Win XP – Windows 7 and Windows 8.
- Application- MS-Office (Word, Excel, PowerPoint)
- Internet applications and surfing

PERSONAL INFORMATION

Date of Birth : 30-09-1989
Father's Name : Irfan Ahmed Khan
Sex : Male
Permanent Add. : Room no 638, Mominpura Chawl Near Mecca Masjid,
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(AKHLAQUE KHAN)