

AVANEESH KUMAR SINGH

11+ years Experienced Operations Management Professional

Client Management | Operations & SLA Management | Denial Management | Projects Handling | Transitions & Migrations | People Management | End to End RCM
Mobile: +918510933630 | Email: itzavaneesh02@gmail.com



CORE COMPETENCIES

- Team Management
- Operations Management
- Client Management
- Denial Management & AR Follow Up
- Hospital & Physician Billing
- Payment Posting & Credit Balance
- People Management
- Process Transition & Improvement
- Compliance Management
- Stakeholder Management
- Accounts Receivable (AR) Life-cycle
- Reconciliation
- Claims Processing
- Aged Receivables Improvement



TRAININGS & CERTIFICATIONS

- Lead with **Emotional Intelligence Certification** under R1 Leadership Program Level 1
- **Interpersonal Effectiveness Training** under R1 Leadership Program Level 1
- **Managerial Effectiveness Training** under R1 Leadership Program Level 1
- **Inclusion & Diversity - Unconscious Biasness**
- **HR related issues Training Session** under R1 Leadership Program Level 1
- **Advanced Excel and BI Training** level 1



CAREER TIMELINE

- **R1RCM.** (Captive unit (KPO) of US based healthcare company) as Assistant Manager – AR/Credits | Since Dec'14
- **AON PLC** (Absence Management: AON Hewitt) as Process Associate | Apr'12 – Dec'14
- **MAHAMAYA ASSOCIATES** (Franchise of Sapient Corporation) as Relationship Manager - (Billing & Maintenance) | Apr'10 – May'11



EDUCATION

- **Graduation** from Kuvempu University in 2011
- **Intermediate** from CBSE - Kendriya Vidyalaya (Varanasi) in 2005
- **Matriculation** from CBSE - Kendriya Vidyalaya (Varanasi) in 2002



EXECUTIVE PROFILE

- **Currently associated with R1RCM as Associate Operations Manager – AR/Credits; managing 45+ Sites with 60+ FTEs** and ensuring payment settlement, billing & coding for **US Healthcare Claim Process**
- Handling team of more than 60+ people and tracking daily complaints, service requests and Escalations **Ensuring TAT Adherence, SLA compliance and Proactive Responsiveness**
- **Built high performing teams** that excel in delivering business value with high morale & low attrition; played a key role in **engagement activities, training & monitoring performance** of team for maintaining **operational excellence**
- Supervised operations of the **Accounts Receivable (AR) section** with focus on ensuring efficient processing (payment allocation, reconciliation and month-end reporting) of company receivables through SAP and timely collection in accordance to company policies
- **Subject Matter Expertise** in Operations Management, Billing and Collection processes and functions, Patient Access, Denials Management, Health information Management, Cost reporting, Payment Modeling, State/ Medicaid and Medicare rules & regulations, financial & service line reporting experience and general revenue cycle management strategies, & industry best practices
- Conceptualized and managed operating policies and procedures for business SLAs like **Past ARM, AR Days, Team Production, Quality, Resolution Rates, Escalations** and so on
- **Developed, executed and maintained a detailed plan** to improve the revenue cycle and continuously reduce days in accounts receivable, increase cash collections, reduce bad debt write-offs, eliminate write-offs due to delay in revenue cycle processes, improve registration accuracy, improve customer service and increase patient satisfaction
- Creating and managing new logics to increase productivity and efficiency through **Targeted Balance Process**
- **Successfully transitioned 3 new clients within the record delivery time of 11 months**



PROFESSIONAL NARRATIVE

Since Dec'14 | R1RCM.- Captive Unit (KPO) of US based healthcare company | Associate Manager – AR

Key Result Areas:

- Managing 45+ Sites and the team of 60+ FTEs by providing feedback, constructive critique of work and document their job performance
- Managing day to day operations of related Revenue Cycle Operations including, but not limited to: licensing and credentialing, eligibility, prior authorization, billing, coding of services, charge-adjustment-payment posting, claim follow-up and collections, appeals process, aging collections, cash reconciliations, denial management and reporting all the above on a regular basis
- Clearing the Aging Report of old debit and credit invoices by researching and resolving collection and billing issues
- Developing strategies across all functional teams to exceed cash collections, reduce days in AR, and reduce denial and adjustment rates
- Tracking and monitoring key revenue cycle performance indicators; reports key findings to appropriate leadership and stakeholders across the organization
- Collaborating with stakeholders to develop and implement plans for the operational infrastructure of systems, processes, training, and personnel designed to create standardization in the organization and enable rapid growth
- Collaborating cross functionally to develop fully informed views and insights into the drivers behind data, and present findings clearly and concisely
- Liaising with the compliance and quality team to create a feedback loop for the continuous improvement of customer feedback
- Improving customer relations by implementing regular follow-up with clients allowing them to provide timely feedback on our services

Apr'12 – Dec'14 | Aon plc (AM:AON) | Process Associate

Key Result Areas:

- Worked for AON on multiple clients and managed processing Absence, payroll updating HR data file, Employment statuses, preparing payroll reconciliation sheet for the client, maintain weekly, quarterly and monthly reports for the client
- Participated in Daily meetings, production calls, payment related incoming requests, Trainings etc.