
CURRICULUM VITAE

PARVEEN KUMAR

Senior Process Associate

MBA from School of Management Studies, Punjabi University Patiala

Trained in United State Health Care, Medical Billing Training Program, FDCPA.

Local Address :

Sarfabad Village, Sarfabad, Sector 73, Basi Bahuddin Nagar, Uttar Pradesh 201307

Permanent Address:

Rajpura, Punjab
[Open to relocation as need be]

Date of Birth : 25-12-1994

Gender : Male

Marital Status : Married

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LinkedIn

<https://www.linkedin.com/in/parveen-kumar-b92bb118a>

Detail-oriented **Process Associate** with 2+ years of experience with a focus on deadlines and efficient handling of account receivables in Denial Management.

Specialized in analyzing and interpreting patient medical records to identify and determine amount and nature of billable services; assigning and sequencing appropriate diagnostic/procedure billing codes in compliance with requirement of third party payer requirements.

Knowledgeable about needs of confidentiality and privacy practices when reviewing patient information.

Work Experience

June 2021 to Present – Senior Process Associate
Knack Global, Mohali, Punjab.

Roles/Responsibilities

- Follow up with insurance companies on unpaid claims.
- Provide insurance companies with additional documentation or records (as requested) to expedite payments and resolve denials.
- Work all denials and corrected claims collaborating with biller and/or Revenue Cycle Manager, insurance payer and/or patients on past due accounts.
- Assist in Special Projects as assigned by Client and by Team leader.
- Perform pre-call analysis and check status by calling the payer or using IVR or web portal services.

Professional Skills

- Patient Assessment.
- Patient Privacy.
- Appointment Scheduling.
- Insurance Follow up.
- Denial Management.
- Data Analysis and Interpretation.
- Confidentiality and Privacy Management as per HIPAA.
- Billing Procedures and Regulatory Practices.
- EHR & EPM.

Soft Skills :

- Good Communication Skills.
- Compassion, Timeliness, Active Listening.
- Teamwork, Work Ethics, Flexibility.
- Time Management, Confidence, Receptive Attitude.
- Strong Analytical, Organizational and Listening Skills.
- Proficient in MS Office.
- Typing Speed 38 wpm

- Maintain adequate documentation on the client software to send necessary documentation to insurance companies and maintain a clear audit trail for future reference.
- Record after-call actions and perform post call analysis for the claim follow-up.
- Assess and resolve enquiries, requests and complaints through calling to ensure that customer enquiries are resolved at first point of contact.

Anion Healthcare Services, Hyderabad (Feb 2020 – May 2021)

Medical Billing Associate

- Reviewed outpatient records and interpreted documentation to identify diagnoses and procedures.
- Set up and maintain a new electronic billing system.
- Follow up with Insurances for unpaid claims.
- Obtain pre- certification for health care services; commanded by supervisors for accuracy and timeliness.
- Verified data such as insurance coverage and patient demographics; manage and update charts to ensure all information is correct.
- Adhered to established standards to safeguard all patients' health information as per HIPAA.
- Reviewed patient diagnosis codes and cpt codes to verify accuracy and completeness.
- Gather information from multiple sources to simplify billing and organize accounts.
- Liaised between patients, insurance companies and billing offices.
- Filed and updated patient information and medical records.
- Orchestrated day-to-day operations of the billing department, including medical coding (ICD-10) and procedure codes.
- Reviewed documents, created referrals, data migration, indexing documents and sending to the right party.

Strengths :

- Comprehensive Problem Solving abilities.
- Quick decision making.
- Work efficiently under pressure.
- Positive Thinking
- Hard & Smart Work.

Languages

- Telugu
- English
- Hindi
- Punjabi
- Haryanvi

Certifications

- United State Health Care, Medical Billing Training Program (08/2019 – 10/2019) at Bikhram Information Technology, Mohali, Punjab.
- A Comparative Analysis of AXIS BANK vis-à-vis its competitors (06/2017 –07/2017).

Education

- Masters in Business Administration (MBA) from School of Management Studies, Punjabi University Patiala, in 2018 with an aggregate of 67%.
- B.Com – from Punjabi University, Patiala in 2016 with an aggregate of 61%.
- Class 12th – CBSE from Karnal (2013) with an aggregate of 71%.
- *2 month training in United State Health Care, Medical Billing Training Program, **FDCPA** (Fair Debt Collection Practices Act, Training Compliance).*

Interests

- Chess
- Crossword Puzzle
- Reading
- Writing
- Volunteering

(Parveen Kumar)