

**M VARUN GUPTA**  
Flat Number 404 4<sup>th</sup> Floor

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Kamatham Presidency Block B

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Khammam 507002

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**CAREER OBJECTIVE:**

To work in a challenging environment that best utilizes, the knowledge and skills acquired by me the field of Finance, Costing, Taxation, and Healthcare and in other areas and give me an opportunity to contribute towards the organizational goals and also to enhance my skills.

**EDUCATIONAL BACKGROUND:**

S.No	Qualification	Institution	University/Board	Year of Passing
1.	PGDMA (Finance & Business Analytics)	Vishwa Vishwani School of Business	AICTE	2018
2.	B.com (Taxation)	Modern Academy Vijayawada	Krishna University Machilipatnam	2015
3.	Intermediate	Sri CV Raman junior college Khammam	IPE	2012
4.	10 <sup>th</sup> class	Margadarshini High School	SSC	2010

○ **Miramed Ajuba A Global Services Company – Senior Account Executive Quality (March 2022 –**

- To analyze, audit the claims worked by the production staff to identify both agent and process level improvement opportunities.
- Provide training/refresher and feedback to the agents for process level issues.
- Communicate process updates by conducting a session as and when required.
- Work closely with the production resource/staff to ensure quality work.
- Maintaining update log and sharing it with the team on a regular basis.
- Responsible for conducting calibration and performance review in terms of quality with the internal team.
- Conduct refresher training on the basis of the errors identified.
- Undertaking responsibilities of removing unnecessary procedures in process for efficient functioning.
- Responsible for reporting program level quality score to the process owners.
- Perform the Payer Denial findings on the claims for bulk resolution of claims and advising clients on next steps.

- Responsible for preparing deck for the weekly client call to discuss on the overall performance of the team on weekly basis.

- **Cognizant Technology Solutions India Private Limited – Senior Process Executive (March 2021 – November 2021)**

**Responsibilities:**

- Currently working On US Health Insurance Payer's Side By Finding Different Payer Codes Across All States In US
- Depending On Patient Plans Of Insurance We Need to Apply the Health Insurance Payer Codes Ex: Humana, Aetna, BCBS, and UHC.
- First of all we need to search primary insurance, Secondary insurance and Territory insurance as per the client guidelines.
- We have to check the payer's portal as per the patient state we can find relevant payer code and we need to apply that.
- By using PSG (Payer Selection Guidelines) Tool We will Search the payer codes.
- Processing Claims as per Request Pages and Taking the claims status whether rejected or Not If Rejected Needs to Escalate the Issue to Escalation Team.

- **SS&C Technologies, Hyderabad – Business Process Associate (December 2019 – December 2020)**

**Responsibilities:**

- Internally Working On The Claims Which Need To Be Assign To The Care Manger For Review.
- Check The Provider Eligibility. Associate the Provider for The Policy and Request the Requirements Related to the Provider.
- Taking Decisions on Reassessments Based on The Policy Eligibility Dates.
- Processing Health Insurance Claims with 100% Quality and Productivity as per US Client requirement.
- To complete the work within the TAT (Turn around Time).
- Assisting new joiners on processing procedures.

- **Hinduja Global Solutions, Hyderabad – Process Associate (May 2018 – Dec 2019)**

**Responsibilities:**

- Working for Apria Healthcare Project in that Doctriage and Fax Intake Process.
- Knowledge of ICD Coding Information.
- Processing Live Patient Accounts of Some Products Which is provided by Apria which is related to Patients.
- Working on Live Intakes Which is DME's Oxygen, PAP Etc.
- Knowledge of All Insurance Payor's which is Federal Govt and Non Govt.
- Applying All Insurance Payor's On Patients Accounts Which is BCBS, Aetna and Medicare.

- Manage and Solve Conflicts With Clients Regarding Patients Live Accounts.

### **Achievements:**

- Consistently achieved **Very Good Rating** during last yearly appraisals.
- Awarded “**Star of the Month**” certificates for consistently exceeding the performance standards.
- Received Internal Awards By Giving Excellent Production and Quality.
- Participated in Other Domain Challenging Things When It is Needed.

### **SKILLS:**

#### **Computer Proficiency:-**

- Microsoft Office (Word, Excel, PowerPoint)
- Tally Erp 9.0, Html D-Html
- Windows XP, Windows 2007, 2008, 2010, R-Language (Basics).

### **OTHER INFORMATION:**

- Languages Known : Telugu , English
- Interests : Playing Cricket
- Father Name : Gurunadham
- Mother Name : Kavitha
- Address for Communication : Trishul Complex, New bus stand road, Yellandu,
- Bhadrachari Dist. 507123

