

Radhika C

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To work in an Organization that provides me a competitive edge to sharpen my Skills and to grow with the Organization. And be a part of team and honestly work towards growth of your Organization and gain satisfaction thereof.

Professional Experience:

Inventurus Knowledge Solutions Hyderabad

Designation: Quality Expert (AR) From 10th Feb 2020 to till date

Responsibilities:

Current role: Quality Auditor

- * Taking initiative in resolving process issues.
- * Reviewing analyzing and correcting the denied claims and generate revenue.
- *Quality Related issues.
- *Taking initiative in giving briefs in team huddles.
- *Making out resolutions for Global denials /issues and work on them.
- *To work on all types of payers including Federal and Commercial.
- *Try to resolve any issue with Providers and Payers.
- *Handles multiple clients at a time and meets respective target.
- *Collaborate with providers/clients to resolve clinical documentation, incorrect documentation and corrections when necessary
- *Giving feedbacks to associates on errors.
- * Taking RCA sessions on errors.
- * Conducting PKT'S.
- *Doing live audits of new joiners and giving them feedbacks.
- *Releasing snapshots of errors , reworks and rebuttals.
- *Making out resolutions for global denials/issues and work on them.
- *Worked on weekly TAT files and reduce AR days.
- *Handling client issues and escalations

Previous role : Revenue cycle Officer:

Responsibilities:

- Researching, obtaining and documenting claim information through call, to ensure the level of service provided to our customers meets/exceeds expectations.
- Responsible for calling insurance companies (in US) on behalf doctors/physicians and follow up outstanding Accounts Receivable.
- Obtaining claims & eligibility information through websites.
- Probing & convincing insurance company (Payers) for payment on outstanding claims based available information.
- Sound knowledge of the Revenue Cycle Management (RCM).
- Sharing process updates and clarifying doubts to entire team
- Assisting with special projects as required/requested
- Processing on HCFA type of medical claims.
- Effectively managing Task Assistant buckets within established time frames.
- Effectively researching claim issues to determine appropriate action
- Recognizing, prioritizing and escalating severe claims according to escalation guidelines.
- Doing quality audits of the team.

OPTUM (UHG) Hyderabad

Designation: **Claim Quality Specialist** From 21st Nov 2011 to 20th Nov 2020

US HealthCare process which deals with Health and Welfare Benefits enrollment (Medicare and



Health and Welfare Office

Medicaid), Payroll deductions, Insurance carrier files, HIPAA, DB and Case management.

Joined as a Claims associate and promoted as Senior Claims Associate and promoted to Business Quality as a Claim Quality Specialist.

Responsibilities:

- Handling claims adjudication, verification of data and proofs that have been submitted electronically by the client.
- Analyzing Claims and judging whether the claim needs to be paid or denied.
- Auditing the claims processed by other associates as an auditor for quality improvement and reduces the claim processing errors to avoid penalties.
- Giving feedback on the processing errors to the associates. Conducting refresher trainings if needed.
- Adhere to quality improvement initiatives.
- Publish daily reports, monthly reports, dashboards related to production and quality.
- Ability to understand and apply plan concepts to include:
 - Deductible
 - Coinsurance
 - Co-pay
 - Out-of-pocket
- Getting on to the weekly calls with onshore counterpart's for timely closure of audit cycle.
- Handling Corrected claims and adjustments. Skill Set:
- Achieving targets with 100% accuracy and quality.
- Has knowledge of complete Physician Claims Processing to end to end auditing.
- Experience to work on IPR , Office Statistical, Completing the work within the SLA.
- Helping the associates with their queries, team with Monthly closures by coordinating with the Operations & Onshore Counterparts

Awards:

Received Award for Best Performance and Champion of the Month and Quarter.

Educational Qualification:

- Master of Sciences in Statistics from Osmania University.
- Bachelor of sciences from Siddhartha Degree College.
- Intermediate from Vignan Junior College.
- S.S.C from Gyan Bharathi High School.

Software-skills:

- Operating Systems: Windows 7, 8 & 10.
- Tools: MS-Office

Personal Attributes:

Quick Learner and accumulates to new systems and procedures.

Flexible in Learning and adhering to situations

Inquisitive and positive attitude

Ability to relate to people at any type of business or management

Personal Profile:

Fathers Name	:	C. Prakash
Permanent Address	:	F.No:101, Sai Nilayam , RAVINDRA NAGAR COLONY HABSIGUDA, Hyderabad-500007
Languages Known	:	English, Hindi, and Telugu.
Strengths	:	Patience, Hard working, Positive Attitude.

Declaration:



Edit with WPS Office

I hereby declare that all the details provided above are correct to best of my Knowledge.

Place: Hyderabad

(C.Radhika)

Date:

