

# NIYAZ ALI

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DOB: 3/2/1988 | Rohini, Delhi

**RCM | Medical Billing | Account Receivables | 10.5 years of Experience**

## CAREER PROFILE

Detail oriented quality focused professional of an Account Receivable with a view to utilizing my skills and experience towards professional growth and development

### Skill Sets

Medical Insurance | Good Interpersonal Skills | Various Practice Management Software | Records Organization & Management | Insurance & Patient Aging | Online Claim Submission | End to End RCM

## EMPLOYMENT SCAN

- **Deputy Manager** - Gebbs Healthcare Solutions – Jan'22 - till date
- **Assistant Manager** - United Health Group (Optum) --Feb'19 – Jan'22
- **Team Leader (Accounts Receivable)** - Pacific BPO. Pvt. Ltd. – Apr'18 – Feb'19
- **Management Trainee (Accounts Receivable)** - R1 RCM – Dec '11– Jan' 18
  - **Process Trainer** (Accounts Receivables)
  - Sr. AR Associate
  - AR Associate

## WORK EXPERIENCE

### **Deputy Manager at Gebbs Healthcare Solutions – Jan 22 - till date**

- Managing a team of 75+ follow up specialists working for Hospitals based at USA
- Managing a team of resources who deals with AR/ Billing/ Cash posting/ Eligibility and verification
- Taking care of end-to-end RCM which includes charges, payments, billing and AR follow up
- Creating monthly review data along with Client based data for reporting
- Interacting with clients and the onshore counterparts for better performance and productivity
- Working with senior management on developing as well as implementing short- and long-term business objectives and opportunities
- Handled the tasks of designing and delivering comprehensive trainings to staff and health-care providers on reimbursement procedures
- Analytical ability, with extensive experience in conception and execution of Claim Denials
- Inspire and motivate the staff by providing rewards, bonus and incentives
- Analysed projects and provided feedback to all team members

#### **Assistant Manager at United Health Group (Optum) – Feb 19 – Jan22**

- Managing a team of 40+ follow up specialists working for Hospitals based in Chicago and Detroit, and supervising the below activities for all
- Managing a team of resources who deal with Appeals – Auth Department/ Claims Department/ Clinical Dept.
- Claim Management for medical and all commercial carriers, following up on unpaid accounts or denied claims for their status, Patient Scheduling for Doctors, Managing Monthly Reports and working end to end on total Revenue Cycle Management for providers
- Generating Weekly/Monthly Reports on Claims processing/Rejected claims; maintain a high level of accuracy in claim denials management, Quality check on Status of the Claims
- Perform responsibilities of conducting investigations in case of rejected claims and ensure that the medical facility is correctly billed by using different corresponding codes
- Worked with senior management on developing as well as implementing short- and long-term business objectives and opportunities
- Interacting with clients and the onshore counterparts for better performance and productivity
- Handled the tasks of designing and delivering comprehensive trainings to staff and health-care providers on reimbursement procedures
- Inspire and motivate the staff by providing rewards, bonus and incentives

#### **Team Leader (Accounts Receivable - U.S MEDICAL BILLING) Pacific BPO. Pvt. Ltd (April 18- Feb 19)**

- Responsible for management of Claims transactions in support to the complete Accounts receivables process, including establishing and maintaining Quality measures. Working towards causes for non-payment and communicate problems for corrective action to be taken on time
- Analytical ability, with extensive experience in conception and execution of Claim Denials
- Follow up on Insurance and patient aging. Re-submit insurance claims as necessary. Knowledgeable in timely Filing restrictions
- Skilled in conducting research, analysing data and solving issues

#### **Management Trainee (Accounts Receivable - U.S MEDICAL BILLING) R1 RCM (June 16 – January 18)**

- End to End RCM. Charge posting, claims billing, Payment posting, Denial Management, AR follow up and Statements
- Taking care of end-to-end RCM which includes charges, payments, billing and AR follow up
- Working directly with client in order to fix the denial trends, system setups, updates and improvement of Practice's health
- Responsible for analysing denied claims, make proper correction, re-billed to Insurance and further follow-up
- Maintaining AR days, OD cases, timely filling cases, appeals, letters to pat
- Responsible for handling new hire to be delivered to the operations
- Maintaining Client relationship & Planned Project with scope assessment for new transitions
- Responsible for maintaining a track of all trainer's data for better resource to the operations
- Analysed projects and provided feedback to all team members
- Monitored all programs, identified potential risks and designed necessary plans accordingly
- Audit batches to reduce error for trainees under OJT
- Responsible for coordinating with supervisors and employees for effective operation

### **Trainings Undergone**

- Basics of Team Management
- Communicating as a leader
- Performance basics
- Driving engagement
- Coaching and feedback
- Facilitation Training Level-1
- Situation handling
- Basics of team handling

### **ACADEMIC CREDENTIALS**

MBA - passed with 62.15% in 2015

B.COM - Passed with 64% in 2011

**Niyaz Ali**