

Sukhjeet Singh

Deputy Manager RCM, US Healthcare (LSSGB Certified)

PERSONAL SUMMARY

Highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individual. Possessing excellent management skills and having the ability to work with the minimum of supervision whilst leading a team of twelve or more. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently, Now looking forward a making a significant contribution as a team leader with a company that offer a genuine opportunity progression

WORK EXPERIENCE

➤ Wipro LTD (Airoli, Navi Mumbai).

Joined as Deputy Manager RCM for Physician Billing Project from April 2021 to till date

❖ ROLES & RESPONSIBILITY

- Demo Charge Entry & Rejection & Billing Process along editing part also
- Denial Management
- AR Follow up
- Track the project & Team performance with help of DWM (Daily Work Management)
- Managing the staff and their conflicts, if any arise
- Build the decent relationship with the Client and speedy respond to client email, if require and preserve the metrics like as Cash Goal (CG), Denial rate(DR), Clean Claim Rate (CCR), First Claim Resolution rate (FCRR) & Daily Sale Outstanding (DSO)/AR Days.
- Create the project visual deck and discuss with client & close on weekly call, post that share minutes to meeting (MOM).
- Regularly Review the process updates (SOP) & DOU (Document of understanding) , if any miss out, fix quickly to prevent bend in the project.
- Skip level meeting with team members to maintain the discipline, prevent any issue who stop to perform.
- Showcase project progress to company with graph and share the cause, if any, also discuss the plan of action as require.
- Discuss the appraisal rating to the team and close with HR Team
- Create IJP in project, if any require.
- Regular work with Healthcare Technology team for automation setup.
- Implement process improvement (Kaizen Lean Six Sigma Technique) , if require

➤ HINDUJA GLOBAL SOLUTION_HGS (HYDERABAD).

Joined as Manager RCM for Hospital End to End project from March 2020 to Mar 2021,

❖ ROLES & RESPONSIBILITY

- Patient Access Management (**Scheduling Appointment, Eligibility & Verification, Data Entry & Charge Entry, Billing, Payment Posting, Denial Management, AR Follow Up, Appeal s for stuck money**)
- Rejection & Billing Process along editing part also
- Denial Management,
- Correspondence,
- Appeals,
- Credit AR
- AR Follow up
- Track the project & Team performance with help of DWM (Daily Work Management)
- Managing the staff and their conflicts, if any arise
- Build the decent relationship with the Client and speedy respond to client email, if require and preserve the metrics like as Cash Goal (CG), Denial rate(DR), Clean Claim Rate (CCR), First Claim Resolution rate (FCRR) & Daily Sale Outstanding (DSO)/AR Days.
- Create the project visual deck and discuss with client & close on weekly call, post that share minutes to meeting (MOM).
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- Regular work with Healthcare Technology team for automation setup.
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Each scope have goal to make the project in good shape, besides have monthly cash goal. Daily review all metrics report which comes from the Business Excellence (BA) team, here being project leader's review all report carefully before share with client.

Also manning the team and their conflict, if any raise, Share the weekly & monthly project progress report with management and discuss, if any variation in process along with plan of action.

Weekly meeting with team member & leads to find out for matter, if find any resolve it as per company guideline.

- Ensuring the training to the staff for A.R. Follow up & Denial Management and motivated them, also monitored and measured in line with company targets and performance standards. Responsible for making sure that any gaps in performance or quality identified addressed. Producing accurate report on team performance for company management

➤ GEBBS HEALTHCARE SOLUTION PVT LTD.

Joined as Assistant Manager Hospital from May 2018 to Jan 2020.

❖ ROLES & RESPONSIBILITY

Handled the Hospital AR Follow up with 5 team leaders and 60 team members, my core responsibility to make the inventory in good shape and work on stuck money. Weekly share the claim issues to client and get the resolution then adhere to team for proceeds. Also do the RCA for stuck money and forecasting payment.

Present weekly report to management in graph wise so they can understand which one improvement area for process.

Weekly meeting with team member & leads to find out for issue, if find any resolve it as per company guideline.

➤ SUN KNOWLEDGE PVT LTD (KOLKATA)

Joined as Assistant Manager RCM Hospital from Jan 2018 to May 2018.

❖ ROLES & RESPONSIBILITY

Handled the Hospital AR follow up with 1 team leader and 22 team members.

➤ PACIFIC GLOBAL/BPO PVT LTD (NOIDA)

Joined as Sr AR Caller on Physician Billing from May 2012 to Jan 2018.

❖ ROLES & RESPONSIBILITY

Handle the physician claim and get the status from US healthcare insurance and update the client system accordingly. Post 6 months cleared the SME IJP and promoted as SME of the process where handle client special task and report daily to team leader along with RCA of the claims. Post 15 months again cleared the Team Leader IJP now responsible for 20 FTE's Ambulance project. Maintain team member training, discipline and their leaves. Also resolve any issue which rise in the team.

➤ Porteck Infoservice Pvt Ltd (Noida)

Worked as A.R.Executive Physician Billing from January 2009 to April 2012.

AREAS OF EXPERTISE

- Supervising
- Ability to Motivate People Strategic
- Planning Commercial Awareness
- Equal Opportunities Health & Safety Legislation
- Risk Assessment

PERSONAL SKILLS

- High Performance
- Delegating Decision
- Making Organizing
- Visionary Person

RESPONSIBILITY

- Preparing daily workloads for staff & Coordination the daily allocation of Motivating the team to achieve high standards and SLA targets
- Handling new clients enquires and acting as the face of the business dealing with and resolving problems and issues which arise
- Mentoring and training for existing and New team member Monitoring & reporting on standards & performance targets
- Arranging & chairing weekly team meetings, focusing on targets & achievements and Implementing new initiatives
- Praise team members and creates a positive working environment
- Providing prompt and accurate information of individual performance

KEY SKILLS AND COMPETENCIES

- Proven ability to manage through others
- Strong decision making and problem solving skills
- Able to motivate and lead others in a team environment
- Excellent communication skills, both written and verbal
- An ability to build rapport and trust quickly with work colleagues
- Able to priorities tasks and workloads in order of importance
- Track record of delivering results and deadlines
- Patient Access Management (**Scheduling Appointment, Eligibility & Verification, Data Entry & Charge Entry, Billing, Payment Posting, Denial Management, AR Follow Up, Appeal s for stuck money**)

❖ ROLES & RESPONSIBILITY

Handle the physician claim and get the status from US healthcare insurance and update the client system accordingly.

❖ ACADEMIC QUALIFICATIONS

High School from U.P Board in 1999 Inter
School from U.P Board in 2001
B.A. from C.C.S University in 2004

❖ PERSONAL DETAILS

Flat No -902, Casa Elite P, Lakeshore Greens

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Mobile No – 9599517616
DOB : 20/10/1982
Email ID: sukhjeetsingh201082@gmail.com
Nationality: Indian

Date:-

Place: -

Signature