## **ARJUN SINGH RAWAT**

## **Mobile:-9560197907**

## **Email: - rawat007arjun@gmail.com**

I am an enthusiastic and professional; I am quick to grasp new ideas and concepts, and to develop innovative and creative solutions to problems. I am able to work well on my own initiative and can demonstrate the high levels of motivation required to meet the tightest of deadlines. I am now looking to work in a competitive and challenging environment Along with the opportunity to grow, and where I can make use of my experience and qualifications. I am keen to achieve further professional development as I have 11+ years experience in US Healthcare.

## WORKING EXPERIENCE

## **R1 RCM INDIA PVT LTD-September 2018 to Till Now**

## **Profile - Quality Specialist**

* Worked on Medicare reopening & redetermination for MSP.
* Calling Medicaid for retraction & voiding Medicaid overpayment through portals.
* Reviewing commercial ins overpayment & refund it to ins for duplicate payment, COB order.
* Working on refund return checks.
* Reviewing Timely filing claims then adjusting accordingly.
* Reviewed encounters & transfer/refund patient overpayment to open balance encounter through portal.
* Escalate unbilled & wrong charges to onshore team for providers review.
* Worked on excess credit due to duplicate posting & wrong adjustment.
* Worked on denials & rebilling it to correct payer with complete info & documentation.
* Resolving queries of teams & giving process overview to new users.
* Escalating bulk inventory for automation.
* Auditing insurance, patient overpayment & payment posting encounters worked by users.
* Giving verbal & written error feedback to users on same day.
* Calibrating call with onshore team on weekly basis.
* Giving weekly refresher to users for errors marked.
* Daily Quality meeting with team to discuss new update & reiterating previous updates.

## **ML Billing -September 2015 to August 2018**

## **Profile - Team Lead**

* Monitor, identify and resolve performance/behavior/attendance issues using prescribed performance management techniques.
* Review productivity & quality reports on a daily basis and provide constructive feedback.
* Ensure training needs are met
* Facilitate all client related training (existing / new clients), oversee process transitions and keep record of the same
* Prepare relevant process manuals & documents, monitor & update process changes.
* Resolving team mates queries at priority basis.
* Expertise in transitioning new accounts.
* Work allocation for different account and projects to be completed on TAT.
* Download/upload batches for patient demographics, superbill & eligibility denials.
* Checking within the team for correct billing for better flow of revenue & update them from time to time.
* Doing random audit for un-submitted claims worked by new user.
* Raising/resolving queries for patient info.,missing info & any other information needed.
* Making quality/productivity report on daily, weekly and monthly basis.
* Sending queries to account manager & entering super bills/payments.
* Doing claim scrubbing in EHR, working on coding & eligibility denials.
* Makes coordination and cooperation within the team for better flow of work with team satisfaction.

## **R Systems International Ltd. July 2011 to August 2015**

## **Profile Quality Analyst**

* Maintaining client services by providing appropriate solution for correct billing.
* Preparing of claim for patients.
* Review of un-submitted claims.
* Raising Information request for missing information.
* Making quality report daily, weekly and monthly.
* Organizing quality meeting and training.
* Coordinating with staff at all levels of seniority.

## PROFESSIONAL QUALIFICATION:

* Modern Office Practice (E) Bhai Parmanand Institute of Business Studies (3 Years).
* Accounts Assistant Course (Bharatiya Vidya Bhawan)
* Six Sigma Yellow Belt Certified

## EDUCATIONAL QUALIFICATION:

* B.Com (P) Delhi University (SOL).
* 12th - 2006 (Kendriya Vidyalaya., Vivek Vihar, Delhi).
* 10th - 2004 (Kendriya Vidyalaya., Vivek Vihar, Delhi).

## SOFTWARE KNOWN:

* Healthfusion
* Kareo
* Perfect Care
* Practice fusion
* KAM
* Icentra/Icitrix
* EPIC
* NextGen
* GPMS

## KEY SKILLS:

* Ms Word
* Ms Power Point
* Ms Excel
* Ms Outlook
* Outlook Express
* Typing-60 to 70 w.p.m

## PERSONAL DETAILS:

Date of Birth : 19/12/1988

Fathers Name : Shri P.S Rawat

Nationality : Indian

Correspondence Address : RZH-78A,H-331,2nd Floor, Gali No 11, Raj Nagar -2, Palam, N.D-77

Languages : English, Hindi.

## INTERESTS & ACTIVITIES:

Currently include: Playing Volleyball & Football.

I hereby declare that all the information stated above is true and complete to the best of my knowledge and belief.

Place : - Delhi

(Arjun Singh Rawat)