**Kanika Agrawal**

**Mobile :** +91 83778-83909  **Email:** [Agrawalkanika76@gmail.com](mailto:Agrawalkanika76@gmail.com)

**Career Objective**

Seeking to work in a challenging, diverse and dynamic field that will give me faster growth, opportunity and a chance to contribute to growth of the organization and society using my management skills, innovative techniques and experiences.

**Professional Experience**

* 2 years 5 months in **Optum HealthCare** in Gurgaon. (July 15, 2019 -Dec 20,2021)
* 1 years 11 months years as a Senior Analyst in **R1RCM** in Gurgaon. (September 11, 2017 to July 12, 2019)
* 1.5 years of experience **Genpact India** Jaipur office in Property and Casualty working as Process Associate. (November 14, 2014 to June 08, 2016)

**last Working Profile - Senior Analyst in Optum Healthcare**

* Adjudication of claims.
* Resolving Team Queries.
* Validate and posting correct Payment.
* Selecting the Correct provider and member.
* Auditing the reports and controlling the quality of the team.
* Taking team huddles and shares the new update with team and maintain update tracker.
* Helping team to achieve their targets and maintain the production date for them.
* Provided tips to non- achievers on ways to improve to work performance.
* Identified areas of opportunities to upgrade quality standards with management processes.
* Design training Modules for the new employees and educate them on the application of knowledge.
* Arrange monthly PKT test for team.
* Looking in denied claims and reopening them to receive maximum reimbursement from the insurance companies.
* Identification and analysis of claims listed on the A/R aging report. Reviewing the provider's policy and identifies which claims need to be adjusted off.
* Identifying claims which are marked as uncollectable or for the claims where the carrier has not paid according to its contracted rate.
* Depending on the denial reason we send a new/corrected claim request. By calling the insurance companies and finding out the denial reason instead of waiting for the denial reason on mail, and we make sure that all claims are followed through till the end.
* Monitor customer account details for non-payments, delayed payments and other irregularities.
* Maintaining data of aging claims and shared with upper management as well as tracking monthly AR closing.

**Educational and Additional Qualification**

* B. Com from University of Rajasthan, 2014
* Sr. Secondary from RBSE, Ajmer 2010
* Secondary from RBSE, Ajmer 2008

**Skills & Knowledge**

* Comprehensive knowledge of MS Office (Word, Excel, PowerPoint)
* Customer service skills
* Representing as an HR Spoc for the Team of 100+ individuals

**Personal Strength**

* Strong interpretation and problem-solving skills.
* Willingness to accept new challenges along with the ability to work under pressure.
* Goal-oriented and motivated individual along with the ability to work independently.
* Ability to develop quality assessment strategies and implement them successfully.
* Stress tolerance

**Personal details**

* Father’s Name : Lt. Mr. Rajendra Prasad Agrawal
* Date of Birth : 24 September 1992
* Nationality : Indian
* Sex : Female
* Marital Status : Un-married

**Declaration**

I hereby declare that the above given information’s are true in my knowledge and belief.

**Date: January, 2022**

**Place: Delhi**

**(Kanika Agrawal)**