Curriculum Vitae

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# Industry Preference: Medical Billing / RCM and US Healthcare

**Career Outlook**

A result oriented professional with 6+ years of experience in Team management, Process Management & Quality Management in Revenue cycle management for US Medical billing. Proven abilities to perform under pressure and meeting metrics.

Adaptable to any situation and working environment.

Proficient at managing and leading teams for running successful processes and experience of developing procedures, service standards for business excellence.

# Organisational Scan

## Pacific BPO- An Access Healthcare Company- Noida

**August 2017- Till Present (Currently Working as Team Leader from Jan 2021)**

**Key Deliverable and achievements**

* Finding Trends and sharing with team to ensure effective production and timely completion of the projects.
* Ensuring adherence to compliance and HIPPA issues.
* Experienced and currently working on CERNER software, for ADVENTIST HOSPITAL Ambulatory- Outpatient/Inpatient Claims, Authorization and Appeals for California State for Government and Non Government Payers.
* Experienced with multiple PMS- Cerner/MD-4/Meditech.

## Process Management

* Responsible for production & quality.
* Ensuring Denials to be addressed with 48 hours with identify Global Issues in ATB and fixing them at the first hand.
* Responsible for internal audits and sharing feedback with users Daily / Weekly. Ensuring adherence to compliance and HIPPA.
* Responsible for co-ordination between Client Relations and operations. Handling team of 25 FTES under process manager.
* Sharing Client Specific updates with team on regular intervals and ensuring the adherence on same.
* Responsible for creating and sharing daily / weekly / Monthly performance reports internally and with Clients.
* Finding Trends and sharing with team to ensure effective production and timely completion of the projects.
* Preparing metric report & aging analysis for weekly client meetings.

## E4E Healthcare formerly known as Nthrive Pvt Ltd- Noida

**June 2016- July 2017 (AR)**

## Key Deliverable and process domain

* Worked on AR follow up on denied,underpaid and rejected claims calling and website based work.
* Throughout with MD-IV Software for Authorization Process.
* Had access of Client tools such as claims/clearing house for claims submission/EDI for eob's.

## Notable Achievements

Won several awards during Rewards &amp; Recognition events.

## Academic Credentials

* Senior Secondary in 2007.
* Higher Secondary in 2009.
* Diploma in Office Administration in 2009-2011.
* Graduation in Arts from Agra University in 2011-2014.

## Personal Details

Date of Birth: 20th October 1993

Address: Niti Khand-1, Indirapuram, Ghaziabad (U.P.) - 201010 Marital Status: Single

Nationality: Indian Linguistic Abilities: Hindi, English Location Preference: Any