Praveen Kumar H [Praveen25111995@gmail.com](mailto:Praveen25111995@gmail.com) 9710302279

# Objective:

To work in a challenging and responsible position where my professional background can be utilized for the growth of the organization and to update myself with the latest technologies, in an Agile way. So as to enable myself to establish in future.

# Professional Experience:

Currently working as **Senior Associate Operations (T2)** in Guardian India Operations Private Limited with an overall Experience of 5 years 6 months.

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| --- | --- | --- |
| **Organizations** | **Years** | **Experience** |
| Guardian India Operations Private Limited | From Oct 2018 to current date | 3 Years 6 Month |
| Sutherland Global Services | From Aug 2016 to Aug 2018 | 2 Years |

# Roles and Responsibilities:

* Processed Enrollment requests submissions to my assigned States Commercial Payers.
* Managed work log for Application Specialists to begin Enrollment Process.
* Made follow up calls to Payers for Enrollment to confirm approval status Created W-9 Forms for assigned contracted HCA groups.
* Completed CAQH Maintenance for assigned HCA Contracted Providers.
* Established relationships with Providers offices to ensure proper handling of documentation.
* Provided follow through with Office Staff to ensure fast and proper handling/processing application.
* Trained and Monitored new staff for quality and professionalism.
* Coordinates credentialing data needed for enrollment, contracting, and other related purposes.
* Credentialing data includes but not limited to medical degree, (DEA) number, state license, board certifications, CV, malpractice insurance, and state insurance form.
* Analyzes reports for physician enrollment, re-enrollment and dis-enrollment to measure timely completion in accordance to contract agreements.
* Revises all system-generated report errors and looks for global issues that can be corrected through process improvement.
* Requests NPI numbers for providers and clinics as necessary and maintain NPI files.
* Follows up, either by telephone or in writing, with insurance companies and patients regarding the processing of outstanding claims and or appeals.
* Utilize the enrollment database to perform queries and reports for manager.
* Identify issues that require additional investigation and evaluation, validates discrepancies and complete appropriate follow up.
* Validate CAQH attestation as well as CAQH maintenance.
* Follow up on all re-Credentialing & revalidation requests as received.

# Technical Proficiency:

* Software: Citrix, DNA (Dental Network Administration) and Cactus.

# Academic Qualification:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl. No.** | **QUALIFICATION** | **INSTITUTION** | **YEAR OF PASSING** | **PERCENTAGE OF MARKS** |
| 1 | BCA | Apollo Arts & Science  College | 2016 | 65% |
| 2 | 12th | Karnataka Sangha Higher Sec School | 2013 | 56% |
| 3 | 10th | Karnataka Sangha Higher Sec School | 2011 | 78% |

**Achievements:**

* Awarded as a Season time Performer for the Best customer service in Guardian India Operationsin February & June 2021.
* Received Hurray of the day from the client side for efficient and time management.

# Personal Skills:

* + Good problem-solving abilities
  + Efficient at team work
  + Possessing leadership skills
  + Strong motivational skills
  + Desire to learn
  + Active and Hardworking
  + Interpersonal skills

# Personal Information:

**Gender:** Male

**D.O.B:** 25.11.1995

**Father’s Name:** Hari D

**Current Address:** No – 4A CVRS Happy Homes, Madha Koil St, Nerkundram, Chennai – 600107

# Declaration:

I hereby declare that the above-mentioned informations are correct to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Place:** CHENNAI Praveen Kumar H