Chanakyapuri Lane# 2, Mothrowala Road, Dehradun 248001

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# DILIP SINGH PARMAR

**Introduction**

Experienced and expertise in **U.S Medical Billing Account Receivable** process and self motivated with the excellent communication skills. Sound ability to analyze situation and understand the issues. Able to troubleshoot the problems and provide excellent client service. Take challenges & keep learning new things to enhance skills in order to provide best service to the organization. Have Sound knowledge of U.S Health Claim & Denial Management..

**Work Profile :** Highly analytical accounts receivable (A/R) professional with over 12 + years of combined experience in Eligibility, Benefits, Authorization & Denial Management process in both hospital & physician billing . Strong, proved ability to meet deadlines and to Increase efficiency of a work flow for our RCM.

##### **Work Experiences**

**Integrity Pain & Wellness ( Feb 2019 – till date )**

Position : .Team Lead

* Providing aging reports to AR team according to established prioritization of workflow.
* Handles day-to-day operations of the AR team. Interface between the AR department and the other departments.
* Maintaining AR productivity and quality statistics and ensuring that the AR days are as close as possible to the targets specified.
* Provides feedback to the AR team to improve the skills and knowledge of those team members.
* Follows policies and procedures to contribute to the efficiency of the AR department.
* Expands job-related knowledge and skills to improve performance and adjust to change.
* Coordinate team logistics and obtain necessary resources to support team’s requirement.
* Escalate concerns of the floor to the management in a timely manner for resolution

**Prexus Health India Pvt. Ltd. , Gurgaon, Haryana ( November, 2013- Jan, 2019 )**

**Position : Assistant Manager- AR ( June, 2015 – January, 2019 )**

* Supervises the day-to-day functions of the AR team which consists of reviewing daily work allocation through AR aging report.
* Implement and adhere to policies, procedures and systems for proper AR functioning and quality assurance
* Handling Supervisors and team’s queries and taking escalation calls.
* Ensure accuracy to optimize reimbursement while adhering to regulations.
* Monitors tasks to improve AR process and increase revenue.
* Attends training and meetings to receive updated AR and billing information.
* Prepares and submits dashboard and Days in AR reports to management on monthly and weekly basis
* Responsible for productivity, quality and SLAs of the process
* Imparting training to new joiners on RCM, Medics tools & Denials.
* Attending client calls .

**Position : Supervisor - AR ( November, 2013 – June , 2015 )**

* Provide day-to-day supervision, direction and training to a team of direct reports to ensure operational efficiency, accuracy and achievement performance results within designated area
* Collaborate with client management team and internal team members to meet RCM team objectives, acting as a subject matter expert in designated area(s)
* -Track open issues and report to updates to leadership team and client managers regularly
* -Focused on Denials Trend make sure denial rate is less then 3%,
* -Provide analysis and recommendations for systems/process improvements and for specific issue resolution, implementing in consultation with department manager
* -Query and Research claim status
* -Ensure adherence to HIPPA standards and all other privacy and compliance policies.

**Zawna Health LLC, Gurgaon, Haryana**

**Position : Team Leader- AR ( December, 12 – November, 2013 )**

* Idenitify and resolve medical claims billing and reimbursement issues aimed at maximizing collections.
* Accurate and final settlement of Medical insurance claims and patient bills by insurers or patients as appropriate.
* Training staff in proper billing procedure
* Researches all information needed to complete billing process including distributes copies of billing according to Medical policies to the staff.
* Idenitify root cause of insurance denials by timely follow up to minimize lost revenue.
* Assuring timely billing and follow up to help reduce the days in AR
* Analyzing payer updates and guidlines

**Prexus Health India Pvt. Ltd. , Gurgaon, Haryana ( Oct, 07- Dec, 12 )**

**Position : Sr. AR executive**

* Responsible for distributing aging received from client among the team members.
* Work on billing projects, Claims, Charge & check the claims status on call.
* Responsible for escalated work items which received through mails and reply to the client
* Help team members in processing Claims and denials and doing qc as well.
* Train the new hires and team members for the new tasks.
* Handling all the escalated mails from the client
* Calling to insurance companies to check claim status/discuss rejection received.
* Verified Patient’s Eligibility and Benefits

**Savi Info Services India Pvt Ltd , Gurgaon, Haryana (June, 07 – Oct, 07)**

**Position : AR executive**

* Idenitify and resolve medical claims billing and reimbursement issues aimed at maximizing collections.
* Accurate and final settlement of Medical insurance claims and patient bills by insurers or patients as appropriate.
* Researches all information needed to complete billing process including distributes copies of billing according to Medical policies to the staff.
* Idenitify root cause of insurance denials by timely follow up to minimize lost revenue.
* Assuring timely billing and follow up to help reduce the days in AR
* Analyzing payer updates and guidlines

**MD Synergy, Gurgaon, Haryana (Feb, 07- Jun, 07)**

**Position : AR executive**

* -Manage follow-ups to patient accounts to obtain insurance information -AR Follow up denial Handling
* **-**Verify, interpret, and document patient health insurance or payment source, ensuring complete and accurate information is entered into the system
* -Work with government and commercial payers and payer guidelines
* -Request/setup authorizations for required procedures prior to patients visit

**Academic qualification:**

* Masters of Arts(2001), subjects History, CSJM University, Kanpur(up) 2nd divison .
* Bachelor of Science(1999), subjects. Chemistry, Botany and Zoology, Lucknow University, 2nd divison
* Intermediate(1995), K.V.Gomtinagar, Lucknow, 2nd divison.

High School (1993) K.V. Agartala, Tripura, 2nd divison.

**Personal Information**

Permanent address : Chanakyapuri Lane# 2, Ajabpurkalan, Mothrowala road, near Bengali kothi, Dehradun ( Uttarakhand) pin# 248001

Marital Staus : Married

Languages Known : Hindi and English

Date of Birth : 08th January, 1978

Hobbies : Listening Music and Drawing

Religion : Hindu

Nationality : Indian

Declaration: I, hereby declare that all the information furnished by me in this resume is true as known best to me.​

**Dilip Singh Parmar**