**REKHA KUMARI**

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**Career Objective**

To perform well in a challenging environment that offers scope for professional growth and in the process, contribute my best to serve the organization with strong zeal, determination, devotion and dedication.

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|  | **Career Summary** |
|  | Overall 12+ years of work experience and 10+ years in US medical billing Revenue Cycle Management. |
|  | Currently working with Xient Technologies Private Limited as a Team Manager. |
|  | A keen planner & strategist with the ability to handle process with perfection. |
|  | Proven ability of achieving Set Deliverable. |
|  | Relational communication skills with effective approach and ideas. |

# AREAS OF EXPERTISE

**Operations**

* + - SLAs Management
    - End to End Revenue Cycle Management
    - Clams Processing, Adjustment, Rework, Rekey
    - HIPAA
    - Leadership Connect
    - MBR Review
    - Employee Engagement
    - U-Care

**Team Management**

* + - Coaching and mentoring ( SME, MT and AM above profile)
    - Excellent people management skills.
    - Daily KMI
    - Weekly review
    - Lead and Development People
    - Identify potential areas for grooming employees and improve them up to level.
    - Ensure, conducting of daily team briefings to discuss current issues and targets and also communicate the team issues back to managers and to get better resolution and support.
    - Conducting weekly one-0-one sessions to have better connect with team.

# PROFESSIONAL EXPERIENCE

**Working with Xient Technologies Private Limited, Noida as Team Manager for US Healthcare Revenue Cycle Management (April 2018 to Current)**

* **Responsibilities:**

Daily work allocation

* + - Train new hires and existing on new update and project  Managing team performance and progress.
    - Constantly looking for ways to improve processes.
    - Monitoring the performance of team.
    - Managing and monitoring staff attendance.
    - Daily meeting with Team members.
    - Managing leave tracker.
    - Conducting one on one of the team members.
    - Monthly report sharing
    - Conducting daily team meeting

**Worked with Pacific Global INC, Noida India. Worked as Quality Analyst (July 2016-April 2018)**

* **Responsibilities:** 
  + - Handling Process of 20 users lead revenue generation process of the company Prepared and presented monthly, quarterly and annual spending reports to management.
    - Working on 4 to 5 software handling charge posting and payment posting as well.
    - Made client satisfied with our quality improvement which resulted into getting more processes for our Company.
    - Trained people to improve daily quality and reduce errors.
    - Sharing error feedback and weekly and monthly quality with the team in a timely manner.

**Worked with United health Care as Sr. Claims associate (Sep 2013 – April 2015)**

* **Responsibilities:** 
  + - Serving members across US for mental health and substance abuse claims.
    - Processing and releasing claims with 100% accuracy within TAT.
    - To achieve the production count at the end of the day.
    - Application of co-pays, co-insurance, deductible and out of pocket and all the other healthcare guidelines.
    - Involves understanding and application of HIPAA to ensure information security.
    - Handling all types of claims vis-a-vis Physician, COB, and Medicaid among others.

**Worked with Accretive Health Care as Operations Analyst (May 2011 – April 2013)**

* **Responsibilities:** 
  + - Denial Management
    - Experience on CMS 1500 and UB-04
    - Calling Insurance Companies for Claim Follow-up, identifying issue with claim based on information provided by insurance Companies.
    - Handling Referrals and Authorization.
    - Responsible for researching, investigating, resolving and resubmitting claims denied by insurance carriers.
    - Experience in Medical Billing with Denial Analysis.

**Worked with System Infotech Care as Operations Analyst (May 2009 – April 2011)**

* **Responsibilities:** 
  + Receiving calls from clients of System InfoTech and maintaining their records.
  + Giving information regarding the products and services according to the requirements.
  + Following-up of orders and its closure
  + Following-up pending issues
  + Allocation of calls to engineer and updating users accordingly
  + Responding to the client’s emails.
  + Preparing documentation and maintaining records of the orders of the clients.

**Educational Qualifications**

* + 2001-2003 - PG from IGNOU
  + 1998 – 2001 - B.A. from Women’s College, Patiala (PUNJABI UNIVERSITY)
  + 1996 –1998 - Intermediate from M.S.Y College, Gaya (BIEC)
  + 1996 - Matriculation from G.M.Girls High School, Gaya (BSEB)

**KEY SKILLS AND STRENGTHS**

* + Quality focused.
  + Effective Communication
  + Strong written and verbal communication skills.
  + Managing client relationships.
  + Arbitrating and problems solving.
  + Organizational skills
  + Good supervisory skill.
  + Team player
  + Ready to work in changing environment.

**Personal Interests**

* Listening to Music, watching movies, Reading Books

**Declaration:**

* It is to declare and certify that all the above-mentioned information is correct and up to the date to the very best of my knowledge.

**DATE: 09/29/2022**  (Rekha Kumari)