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**Mohd Faizan Khan**Email ID: [Mohdfk92@gmail.com](mailto:Mohdfk92@gmail.com)  
Mobile: +91-9557394195  
Current location: Mala talkies road, Shahbad gate, Near Eidgah, Rampur UP 244901

**OBJECTIVES:**

To work with a professionally managed organization in a position where the work is challenging and there is operational freedom to achieve the objective/goals. The position should provide the learning opportunities and growth.

**PROFESSIONAL ABRIDGEMENT:**

**Current company:** Pacific BPO Private Limited**-** Location: B11, -Noida, sector-63, Uttar Pradesh **Designation:** Senior executive-AR **Duration:** 29-April-2022 to till date

Work History:

* Working in an Insurance verification process (under medical coverage and eligibility verification department).
* Insurance verification process includes- Insurance plans verification, Finding of CPT codes and ICD codes on clinicals and to add in system/applications, medical necessity verification and Authorization requirements verification.
* Interact with US insurance companies for medical coverage and eligibility verification via call or website.
* Adding or removing of insurance plans after verification on call or website- To Remove plan if found inactive after verification and to add secondary or tertiary plans, if working on single payor and found other secondary insurance on clinicals documents and patient insurance cards.

**Previous company:** R1 RCM Global Private Limited –Location: Sec 21, Gurgaon, Haryana, India  
**Designation:** Senior Analyst  
**Duration:** Since 08-April-2019 to 27-April-2022

Work History:

**PROCESS: AUTH CREATE (AUTHORIZATION CREATE) - DEPARTMENT: FCC**

* Interaction with the US health insurance companies (Insurance customer care/Nurses/UM Team)
* Reading & Analysis of clinicals documentation and data enter to the systems/applications for payer and Authorization requirements.
* Voice based work was involved 70%-80% of calling to check auth requirements and follow up
* Work on websites/ Applications to perform the activity as per the SOP
* Works on future Date of service/Appointment/Admit request scheduled from the doctor’s office
* While doing auth verification, if any service (CPT code) requires Authorization then we check if auth already initiated or approved or not. If not, then we create Authorization.
* Follow up on calls with insurance companies for pending medical authorizations cases.
* Data entry of CPT codes and ICD-10 codes in the system.
* Data entry of approved Authorization# in the system gets on call or website.
* To provide process training to new team members.

**PROCESS: VALIDATION - DEPARTMENT: HIM (HOSPITAL INFORMATION MANAGEMENT)**

* Validation of clinicals documentation to validate Patient demographics like Name, DOB, Service type and Services dates stamps on clinicals documentation.
* Transfer of Patient’s clinicals documents after validation of a Patients demographic to respective folder electronically according to Patient ID and document type.
* To provide process training to new team members.
* Worked on External auditor request received on email to add or remove patient, to modify existing patient.
* Interact with external auditors on email

**Previous company:** Optum Global Solutions Pvt. Ltd – (formerly known as United Health Group) Location: DLF Cyber city, Gurgaon, Haryana, India  
 **Designation:** Claims Representative Associate  
**Duration:** Since 13-July-2016 to 04-apr-2019

**Work history:  
Role: Claims Representative Associates-**

* Worked in US healthcare back office operations;
* Data entry and processing of claims in computer database after reviewing all supporting documents.
* Work flow- Claims entry, claims processing, Adjudications of claims, Adjustment of claims, Claims payments
* Data entry of CPT codes, ICD-10 codes in the system.
* Internal Audit to find out any data entry error, Procedural error and financial error in claims processing. Provide feedback to claim processor for correction.
* Worked in Provider data operations.
* Worked on the request received from service provider to update address details, contact numbers, to add new Physician name, specialty, Degree etc. under existing service provider in system.
* Worked on the request to enter new service provider details in computer database.

**Previous company:** Genpact India Pvt Ltd- Location: Sec 135, Noida, Uttar Pradesh, India **Designation:** Process Associate **Duration:** Since 20-Nov-2013 to 29-June-2016

**Work History:**

* Worked in UK’s banking back-office operations.
* Processed customer request related address change, contact numbers, email IDs, etc
* Handling customer queries & resolving the same within the TAT.
* Adherence to internal & external Customer Service Standards.
* Provided process training to new employee.
* Internal Audit of team production

**REWARDS AND RECOGNITIONS/AWARDS:**

* Awarded with Venus award for exceptionally Good and sustained performance.

**SKILLS:**

* US Back-office operations
* Data entry skills
* High level of computer (MS Word, Excel, MS power point)
* Flexible to work independently or with a team.
* Highly capable of multi-tasking.
* Ability to work under pressure and meet deadlines.
* Excellent follow up and organizational skills.
* Positive attitude when confronted to change.

**Education**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Institutions/ Boards** | **Year** | **Percentage** |
| B.COM | M.J.P Rohilkhand University, Bareilly | 2013 | 61.68% |
| 12TH | UP Board | 2010 | 64.60% |
| 10th | CBSE Board | 2008 | 53.20% |

**PERSONAL INFORMATION:**

Date of Birth : 31st –July- 1992

Age: 31 years

Father Name: Mubarak Husain Khan  
Marital Status: Single  
Languages Known: English, Hindi, Urdu  
Nationality: Indian  
Passport? Yes

Passport Type ECNR

Passport# L5631554

Passport date of issue: 09/12/2013

Passport Date of Expiry: 08/12/2023

Permanent address: Mala talkies road, Shahbad gate, Near Eidgah, Rampur UP 244901

**DECLARATION:**

I hereby declare that information in the whole document is true and accurate to the best of my knowledge.

**DATE:**

**PLACE (Mohd. Faizan Khan)**