Cell: +918686524351

Jangala Naveen Yadav Email: yadavaaa86@gmail.com

EXPERIENCE:

**OPTUM GLOBAL SOLUTIONS – 2nd Mar’15 to Till date**

**Title: Senior Claim Associate**

RESPONSIBILITIES

➢ Responsible for Claims adjudication and processing of payments.

➢ Preparation of customized daily, weekly, and monthly reports.

➢ Handling multiple reports, working with formulae, Pivot Tables, Pivot Charts and various other Excel

sheet components for accurate data.

➢ Reviewed electronic claims and processes data as required into the claims system, resolved computer

generated correct conditions and determined right payment.

➢ Researched and practice claim payment adjustments resulting from consumer service referrals

audited data incorrectness as detected.

➢ Responsible to understand and apply member plan concepts like Deductible, Coinsurance, Co-pay,

Out-of-pocket accurately.

➢ Updating the team with all the client expectations and day to day changes in online documentation.

**AWARDS:**

**Innovator Award**- Bright Ideas for process improvement in both Production and Quality resulted in saving the Interest Claims of the project - Optum Global Solutions 2016

**Best HealthCare Trainer**

Optum Global Solutions 2018.

**Internal Quality Expert**-

Won the best Mentor for leading the Team in achieving the Quality, production and clearing Aged Volumes/transactions/claims. -Optum Global Solutions -2019

ACADEMIC CREDENTIALS:

➢ Graduation Bachelor of Commerce March-2012 St Mary’s Centenary degree college Sec-Bad

➢ Higher Secondary Certificate March-2009 Loyola Academy Junior college Alwal, Sec-Bad

➢ Secondary School Certificate March-2007 The city high school Bolarum Sec-Bad.

**Optum Global Solutions, Hyderabad — Internal Quality ASSOCIATE**

**October 2019 – Till date**

➢ Responsible of auditing high dollar claim which are adjudicated by the processors.

➢ Mentoring the Team in resolving Queries.

➢ Generating the Reports of the team.

➢ Drive the Quality.

➢ Tracking the Claims on ageing and getting closed.

➢ Responsible to clear the inventory within Given Threshold

Optum Global Solutions, Hyderabad — Trainer/

Mentor August 2017 – Till date

➢ Training sessions conducted to new joiners

➢ Provided hands-on experience to new hires

➢ Conducting refresher sessions

➢ Drive the quality

**Optum Global Solutions, Hyderabad — CLAIMS ASSOCIATE**

**March 2015 - August 2017**

➢ Responsible for analyzing complex healthcare claims that require research to determine action steps and mathematical calculations necessary to produce an accurate payment.

➢ The claims position requires a high level of quality which is to be maintained while achieving a productivity goal.

➢ You’ll put your skills and talents to work as you review, research, and process medical claims. It's complex, detailed work. It's a fast-paced challenge.

➢ It's a job that calls on you to be thoughtful, resourceful, team-driven, and customer-focused. To put it mildly, there is never a dull moment

PROJECTS

Commercial claims — Claims Adjudication

UNE (Oxford Health plans) is a managed health care company which is a part of the UnitedHealth care organization and subsidiary of UnitedHealth Group which provides benefit plans to members in the New York , New Jersey and state of Connecticut

Internal Quality Auditor- Claims Quality

Handled a project in analyzing the error trends for the UNE business and focused to mitigate the Errors and thereby increase the Quality scores of the Team.

Corp One Solution (Air Cell):

One year experience in Customer care executive Use to Handle escalation calls (2014-2015)

Jangala Naveen Yadav.