**Pulak Paul**

**Benefit Configuration Specialist (US Healthcare Insurance) - DST worldwide Services**

Pune, Maharashtra

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Email me on Indeed: [indeed.com/r/Pulak-Paul/7b82295adea750e9](https://www.indeed.com/r/Pulak-Paul/7b82295adea750e9)

Willing to relocate: Anywhere

**Work Experience**

**Benefit Configuration Specialist (US Healthcare Insurance)**

**DST worldwide Services**

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Pune, Maharashtra

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March 2015 to Present

I am currently working as a Benefit Configuration Specialist for offshore payer configuration team which is also called Professional Service Group (PSG) I am involved in different Implementation and support projects for several clients.  
DST is a product based company and currently working on Exeter, Provider Pricing, Product Designer, Market Prominence and MAB applications.  
Prior to Exeter I have worked on AS400 "Pstepp" in DST and I was trained on  
Amisys Application.  
I have visited our onsite office in Birmingham United States two times for Transition Projects (5.5 Months), also I have given process trainings to my subordinates in Hyderabad office.  
I am responsible to configure the healthcare insurance Benefits/Contracts, defining explanation codes, provider pricing and create Hospital and Medical test claims.  
We use Product Designer and Exeter Core for unit testing.  
I am also responsible to update the quarterly fee schedules and doing benefit/provider mapping and defining qualifier groups.  
We receive cases via dovetail and close the cases before SLA's and follows all SDLC.  
I have good knowledge on medical coding.  
I have been working on different line of business i.e Medicare, Medicaid, Commercial Plans, Obama Care.  
We also work on claim edit analysis using AWD tools and giving configuration changes solution to client.  
My responsibilities also includes monitoring of configuration cases, Coordinating with Clients with daily scheduled meetings, presentation, work allocation, giving floor support, updating weekly reports, SWOT data, management reporting etc.  
Overseeing the development training and initiatives for improved productivity, building capability and quality enhancement.  
Leading testing efforts, ensuring issues are identified, tracked, reported on and resolved in a timely manner, working with client personnel to identify required changes.  
Overseeing the development training and initiatives for improved productivity, building capability and quality enhancement.

**Associate BRC**

**TriZetto India Pvt Ltd**

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May 2011 to September 2014

Business Rules Configuration) (US Healthcare Insurance)  
  
Responsible for the configuration of business requirements in the Facets/QNXT Application for multiple TriZetto customers, specializing in product builds.  
I have worked on Payer Contract, Benefit, Policy and Pricing Configurations; I was also responsible to define Restrictions in order to determine how claims for a program or orgpolicy should be processed, defining RULES for Carrier and Program.  
  
Configuration of new contracts and benefits in the system through backend and frontend and enrolling members, providers and defining rate codes, updating limits and restrictions for the plans. Creating dummy claims for testing purpose and analyzing on live claim edits.  
  
I also worked as a "Client Lead" and trained new resources to our process. I was responsible to do SWOT analysis and taking initiatives to improve our process. Also I was responsible to attend weekly client calls to discuss about the ongoing tickets.  
Supporting Contract, Benefit Configuration and MRDT's Line of business for Business Rules Configuration clients, implementation and support on 5.01. In this role, I was responsible for benefit and contract configuration, Creating Test Scripts and validating the US insurance plan in QNXT and Facets.  
  
As an offshore Configuration and Testing expert is, to Identify and analyze flaws in the existing configuration and implementing solutions to satisfy business needs as per CMS Guidelines, configuring quarterly updates of Fee Schedule and Code Sets.  
  
Creation of Design Document, Unit Test cases, Use Cases and Technical Specifications documents. Write use cases as part of the requirements document, Unit tests upon development to ensure requirements have been met.

**Senior Tata Sky Associate (Prospect Sales)**

**TATA Business Support Services Ltd**

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October 2009 to April 2011

Sales  
Inbound calling  
Outbound calling  
Responsible for converting prospect calls into sales with daily and monthly targets.  
Responsible serving customers in the first place  
Managing Inventory-calls with onsite team whenever necessary.  
Working towards the process and teams goals.

**Education**

**BBM in Bachelor of Business Management**

**Christ College**

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Pune, Maharashtra

**Bachelor of Arts in economics**

**Bhartiya Vidyapeeth University Pune**

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Pune, Maharashtra

**Skills**

HEALTHCARE (5 years), TESTING (5 years), BUSINESS ANALYSIS (Less than 1 year), TEAM MANAGEMENT (Less than 1 year), WORKFLOW (Less than 1 year)

**Additional Information**

EXPERTISE:-  
  
Healthcare Configuration, Healthcare Benefit Analysis, Claim Testing, Business Analysis, Adjudication, Claim Workflow, Team Management