

SUMMARY OF QUALIFICATIONS

Professional executive dedicated to excellence in Customer Services through a variety of services methods.

- Customer Services
- Planning
- Training
- Leadership

KEY ADMINISTRATION SKILLS (USA HEALTHCARE DOMAIN):-

- A/R Follow up
- Denial Management
- Documentations
- Submitting Claims
- CMS/UB forms
- Customer Service
- Credit Balance
- Correspondence
- Benefit and Eligibility Verification

EMPLOYMENT EXPERIENCE**» Senior Analyst****Sept'17– Till date**

nThrive Global Solutions Pvt Ltd

Job Profile:

- Responsible for all reports (Production, Quality, Absenteeism and Attrition) of new FTE's during ramp-up periods.
- Responsible for all new FTE's complete training (RCM + DENIALS) projected.
- Responsible for the Insurance balances in hospital system for claim.
- Responsible for make call to Insurance company for the reason/status of denied/rejected claim.
- Responsible for send request to concerned department as per Insurance Company's requirement.
- Responsible for Cross verification for the benefits coverage information from patient through mail conversation due to high dollar value billed claim.

» Senior Analyst**Aug'15– May'16**

Accretive Healthcare India Pvt. Ltd

Job Profile:

- Responsible for refresher training (RCM + DENIALS) projected.
- Responsible for the Insurance balances in hospital system for claim.
- Responsible for make call to Insurance company for the reason/status of denied/rejected claim.
- Responsible for Cross verification for the benefits coverage information from patient through mail conversation due to high dollar value billed claim.

» Claim Associate**Jan'13– July'15**

United Health Group India Pvt. Ltd

Job Profile:

- Escalating the queries or system issues to Client through IM and Mail Conversation.
- Review the medical records and send the payment processing instruction to appropriate department.
- Verify the fraud claim (if providers have done any kind of fraud).

» Senior Analyst**Oct'11 – Jan'13**

Mercer India Pvt. Ltd.

Job Profile:

- Responsible for Customer Pension calculation as per Scheme and tenure.
- Responsible for New account generation and maintenance as per customer requirement.
- Responsible for the Cash Flow CIPs as per the scheme's liabilities with 24 hrs TAT.

» Customer Services Executive**May'10 – Oct'11**

EXL Services (I) Pvt. Ltd.

Job Profile:

- Handled Customer Queries, Request and Complaints.
- Service Provisioning and De-provisioning as per requirement of the Customer.
- Maintain the WIP data of team on daily basis and reported to A.M & Operation Owner.

EDUCATION**» Bachelor of Arts**

Arts

2008

University of Delhi, Delhi

» IELTS (11 January 2019) - Overall Score: 6 Band

Listening: 6.0

Reading: 6.5

Writing: 5.5

Speaking: 6.0

PERSONAL DETAILS

Father's Name: Sh. Rajkumar Panwar

Date of Birth: 27th November 1987

Passport No: U2020401

Nationality: Indian