

## HEMAVATHI

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**Intend to build a career in a leading corporate of Quality Environment with committed and dedicated people, which will help me to explore myself fully and realize my potential. Looking for the opportunity where I can prove my working and technical skills. Willing to work as a key player in challenging & creative environment.**

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### **PROFESSIONAL SYNOPSIS**

- Qualified Computer science Engineer with 6+ years of extensive overseas & domestic experience in physician medical billing, Accounts Payable and receivable, patient access and revenue cycle management, Insurance Coordinator.
- Optimize keen data analytics, insights and team approach to drive departmental improvements and implementation of best practices, capable of resolving multiple and complex issues, motivating and training staff to peak performances.
- Excellent work ethic and strength in boosting company morale, Quality-focused.

### **PROFESSIONAL EXPERIENCES**

**COMPANY: QWAY TECHNOLOGIES (CHENNAI, INDIA)**

**DESIGNATION: SME (SUBJECT MATTER EXPERT)**

**MARCH 2022 TO FEBURARY 2024**

#### **Key Deliverables:**

- Create new contract with insurance companies as well as managing insurance process and providing excellent Customer service to patient.
- Follow-up with insurance carriers for claim status & working on Denials, Rejections, Verifying insurance coverage, making required corrections to claims and accurate submission of insurance claims.
- Coach team members. Identifies development areas and helps the individuals and the team to improve their performance and enhance their potential.
- Post cash and write off the contractual adjustments accordingly while working on the accounts.
- Assisting client in creating and protecting values in the face of critical business risk and opportunities .
- Prioritize the pending claims for calling from the aging basket.
- Follow up on email from clients.
- Supervising team including their performance and productivity.

**COMPANY: ACCESS HEALTHCARE (CHENNAI, INDIA)**

**DESIGNATION: SENIOR CLIENT PARTNER-REVENUE CYCLE**

**NOVEMBER 2020 TO FEBURARY 2022**

#### **Key Deliverables:**

- Navigates complex billing and coding process to ensure accurate reimbursement for healthcare services.
- Receive payment information if the claims has been processed.
- Analyze claims in case of rejections and work for Pre-authorization and Referral.
- Address patient inquiries regarding billing issues and provide clear explanations.
- Identify issues and escalate the same to the immediate supervisor.
- Follow-up with insurance carriers for claim status & working on Denials and take appropriate end action in software and maintain detail records of interactions and claims status for accurate reporting .

**COMPANY: TECHNOSOFT CORPORATION (CHENNAI, INDIA)**

**DESIGNATION: ASSOCIATE ACCOUNTS RECEIVABLE**

**NOVEMBER 2018 TO OCTOBER 2020**

**Key Deliverables:**

- Posting of Patient demographic details and check patient eligibility.
- Processing Payment Posting transactions in the revenue cycle software provided by the customer.
- Follow up on the claims for collection of payment.
- Calling insurance companies in USA on behalf of doctors/physicians and follow up on outstanding accounts receivables and document the summary notes and take appropriate action.
- Resolve billing issues that have resulted in delay in payment and work for doctor's credential.

**COMPANY: OMEGA HEALTHCARE (CHENNAI, INDIA)**

**DESIGNATION: JUNIOR EXECUTIVE-AR**

**MAY 2017 TO OCTOBER 2018**

**Key Deliverables:**

- Follow-up with insurance carriers for claim status and document the actions taken in claims billing summary notes.
- Receive payment information if the claim has been processed.
- Analyze claims in case of rejections and check whether CPT and DX code are coded correctly.
- Ensure deliverables adhere to quality standards.
- Review Medical Records and submit the supporting document to insurance for payment.

**ACADEMIC QUALIFICATION**

- Completed **Bachelors of Engineering (Computer Science Engineering)** with an Aggregate of 7.00 CGPA from **ANNA UNIVERSITY AFFILIATED COLLEGE – DHANALAKSHMI COLLEGE OF ENGINEERING** (2017)
- Passed HSC examination with an Aggregate of 75% from M.A.K. Matriculation Higher Secondary School, Chennai in 2013.
- Passed SSLC examination with an Aggregate of 76% from Jawahar Vidyalaya Senior School, Chennai in 2011.

**KEY SKILLS & COMPETENCIES**

- Good communication skills.
- Process trainer, Accounts Receivable, Medical Billing, AR, Claims Processing, Denial Management, CPT and ICD-9,10 coding .
- Detail to prioritize and plan effectively.
- Self-motivated and confident of working under targets.
- Positive Attitude and urge to learn and grow.

**SOFTWARE PROFICIENCIES**

- Operating systems - Windows 8, 10, 11.
- Documentation tools – Microsoft office tools.
- Drchrono.
- Citrix.
- Trizetto.
- Emdeon(change healthcare).

**PERSONAL PROFILE**

- Husband name - Mr.V.Raghuraman
- Date of Birth - 03 June 1995.
- Marital Status - Married.
- Visa Status - Visit Visa (Valid-10/05/2024).
- Languages Known - English, Tamil.
- Nationality - Indian
- Passport No - V1822710

**REFERENCES:** Reference will be furnished upon request.

**DECLARATION:**

I hereby declare that the above-mentioned details are true to the best of my knowledge and consciousness.

DUBAI, UAE

HEMAVATHI