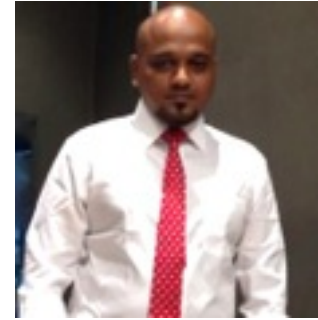


JAIKUMAR RAMACHANDRAN

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Summary

A creative support professional with a record of increased responsibility. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary. Customer focused with diverse industry experience including Service Delivery, Debt-collections, End User support. Enjoy learning new programs and processes. A team player who is attentive to detail and able to work in a fast paced environment. Excellent oral and written communication skills.

Core Competency

- Service Delivery
- Extremely organised
- Risk management processes and analysis
- Problem solving skills and business acumen
- Customer relations and satisfaction
- Strong verbal communication
- Team building and staff retention
- Quick learner

EXPERIENCE

PROMETHEUS BUSINESS OUTSOURCING LTD
(Group Co-Ordinator)

2012 MAR - 2016 MAR

Running an Aged Insurance Report on billing system using required parameters and identifies claims that are unpaid or inappropriately paid. From the above report, claims that remain unpaid beyond 30-45 days from the date of filing are selected. A review is done on the patient account ledgers pertaining to the unpaid claims to analyse why the claims are still outstanding. If the claim has been prepared and submitted correctly as per insurance requirements, and usual turnaround time has passed, call needs to be placed with respective insurance carriers to ascertain the status of outstanding claim. Once issues or problems have been identified an action to resolve them is taken by forwarding the issues to one or more departments, or to the client, depending on the nature of the issue.

Responsibilities

Initiating telephone calls to insurance companies requesting status of claims for the outstanding balances on patient accounts and taking appropriate action .

Manage A/R accounts by ensuring accurate and timely follow-up.

Resolve billing issues that have resulted in delay in payment.

Establish and maintain excellent working relationship with internal and external clients.

Constantly keep track of both electronic and paper claims.

Always be watchful for any major rejections or denials from clearing houses/Carriers.

Constantly watching out for payments and EOBs from major Carriers, pay-to-Address.

Ensure the AR days meet Industry Standards.

INDO-FRENCH HEALTHCARE LTD (Collection & Customer Support Executive)

2011 FEB-2011 AUG

Leading distributors of Pharmaceutical, bulk drugs, medicines and raw material products all over Tamil-Nadu.

Responsibilities

Payment collections via phone.

Appointment fixing with clients.

Documentation/ Back-End dispatch Entries.

OMEGA HEALTHCARE (Executive AR)

2009 MAR-2011 JAN

Denials Process

Correspondence and denied claims are processed in daily batches by our team of experienced billing personnel. Taking a proactive approach to handling denials, we can improve your “days in AR” substantially.

Claims Follow-up

Unpaid claims are first sorted and ordered by financial class. Then, a call is made on the appropriate insurance companies or self-pay patients (if requested) to aggressively resolve any non-payment issues.

Customer Service

Highly skilled talents is assigned to manage both the incoming and outbound patient phone calls. Generating and mailing patient statements showing patient balances owed. To keep them posted about the payments for services not covered by the Insurance.

Responsibilities

Maximizing cash flow
Identifying the root cause of denials
Supportive accurate workflow priorities and scheduling for follow up
Providing accurate and timely statistics for Management / Clients
Tracking, Prioritizing & Appealing denials
Avoiding out-of-timely filing.
Analysing the effectiveness of denial resolutions.
Identifying business process improvements to avoid future denials.

SPARSH BPO SERVICES LIMITED

2008 APR-2009 FEB

(Customer Support Associate)

Committed to deliver our client strategic goals and helping in enhancing, broadening, and deepening the relationship to add value. Provide excellent customer service to improve business performance, and Understand customer requirements so as to provide appropriate clarifications and solutions. Participate in meetings and activities held to improve customer satisfaction and business performance. Deliver prompt and professional solutions for customer inquires via direct contact, phone, email, online chat etc.

Responsibilities

The duties of a Collections Specialist include collection calls and/or correspondence in a fast paced goal oriented collections department.
Providing customer service regarding collection issues, process customer refunds, process and review account adjustments, resolve client discrepancies and short payments. Responsible for monitoring and maintaining assigned accounts- Customer calls, account adjustments, small balance write off, customer reconciliations and processing credit memos.
Accountable for reducing delinquency for assigned accounts.
Perform other assigned tasks and duties necessary to support the Accounts Receivable Department.
Enlist the efforts of sales and senior management when necessary to accelerate the collection process.
Must communicate & follow up effectively with sales dept regarding customer accounts on a timely basis.
Establish and maintain effective and cooperative working relationships with dealers and sales.

Education

2008-	Diploma in Electrical & Electronics Engineering (St Micheal Polytechnic College-Disc) Chennai
2004 -	10TH (Violet matriculation higher secondary school) Chennai

Personal Details

Date of Birth	: 24 SEP 1985
Gender	: Male
Nationality	: Indian
Languages	: English & Tamil
Marital Status	: Married
Passport No	: N7064124
Passport Expiry	: 25/02/2026
Skype ID	: jaisasha2101

Date:

(JAIKUMAR R)