**Manikandan**

[**Manikandan.364646@2freemail.com**](mailto:Manikandan.364646@2freemail.com)

Aspiring towards High Level Assignments in Operations Planning & Management/

Process Management/ Team Management with a reputed organization.

* **PROFESSIONAL CAREER**
* A tenacious professional **6 Years** of fruitful experience in Transition, Process Management, Client Servicing, Team Management & Training.

1. **Ascent Business Solutions, Nagpur.**

* **Designation : Team Leader (Medical billing – End to End process)**
* **Department : Provider Production – 4M Emergency Services**
* **Experience : From 14th March to 6th Nov 2016.**

**WORK HANDLED DETAILS**

* Operations for 3 Projects with total team strength of 25 consist of AR-Follow-UP, Denial Management, and payment posting.
* Responsible for scheduling, allocating & Forecasting of the entire workforce and maintaining Team-wise monthly resource chart for the respective process.
* Interacting with team on daily basis resolve day to day issues. Identify, Create and implement new process wherever it is required.
* Training team on new applications and process. Prepare training documents and distribute it to the team after getting approval from the client.
* Representing the process before the Top Management and the client with exhaustive daily/weekly/monthly reports providing vital information. Owning responsibility & accountability for performance of the teams.
* Recruiting new resources. Pivotal in planning & providing process training to new hires. Conduct Brainstorming sessions to get new ideas and make the team attached to the project/process.
* Done Denial Analysis and provide customers a detailed report of actions required to minimize the number of denials, identify and eliminate the flaws.
* Work on AR Follow-up reports and take necessary actions on the denials.
* Making sure that process is implemented as per HIPPA norms.

**2. Castle Medical India Pvt.Ltd. Trivandrum**

* **Designation : Senior Associate (Medical billing – End to End process)**
* **Department : Provider Production – Castle Medical.**
* **Experience : From 1st Sep 2014 to 29th Feb 2016.**

**WORK HANDLED DETAILS**

* Initially I was put up in AR-Calling process as Senior Associate.
* Driving the AR towards the right direction (Down).
* Worked on AR Follow-up reports and take necessary actions on the denials.
* Worked on electronic rejections and submit the claims in timely manner.
* Worked on denial analysis and identify the trends of payer’s and reduced number of denials over a period of time.
* Awarded as Best AR caller for continuous 2 months.
* Worked extensively in learning and improving the process, which helped me in getting promoted as Team Leader for AR Follow-up process
* Allocation of AR Caller only for Denials has resulted in reducing number of denials and in return reduced time consumption for the AR Follow-up Team.
* Work on AR Follow-up Reports and take necessary Actions on the Denials.
* Doing Super Audits for the Team for Reduce the Errors.
* Monitoring team Targets and making the user to achieve their daily target on good interaction with Team members.
* Training team on new applications and projects. Preparing training documents, this is approved by client as Client Specifics Document.
* Strictly Adhere HIPPA policy.

**3. EXL Services India Pvt.Ltd. Kochi**

* **Designation : Senior Associate ( AR Caller )**
* **Department**  **:**  **Provider Production – Med synergies**
* **Experience : From 27th May 2013 to 27th Aug 2014.**

**WORK HANDLED DETAILS**

* Investigate Insurance Denials and taking immediate action to resolve.
* All issues are well analyzed before making the call to the payer
* Interact with Payer to get the possible information about the denials and resolve claims.
* Received 3 Rewards and Recognition as a good team player.
* Monitoring Team Attendance on Daily Basis.
* Work delegation and User Allotment as per inflow of records.
* Handling Production Database on daily basis for my Team.
* Interacting with US clients regarding new process updates and sharing to the team.
* Strictly Adhere HIPPA policy.

**4. Dell International Services India Pvt. Ltd. Chennai.**

* **Designation : HealthCare & Insurance Operations Associate.**
* **Department**  **:**  **Provider Production– Athena (End to End Process)**
* **Experience : From 09th Aug 2010 to 24th May 2013**

**WORK HANDLED DETAILS**

* Initially I was put in Cash Posting and Denial Posting for a period of 8 months.
* Promoted as AR Analyst in short period due to good denial capture.
* Investigate Denial claim, Overpaid and Underpaid claims and done appropriate action to resolve.
* Done Eligibility verification and Benefit verification
* Interacting with Healthcare insurance by call if need for Eligibility/ Benefit verifications.
* Clarifying doubts for the new associates regarding the process.
* Provided new ideas to steer up my Process.
* Received Most Outstanding Idea Award in the year 2012 for implementing the software.
* Promoted as Group Co-coordinator (Operations Associate) and handled a team.
* Taken Training to the new joiners about the RCM Process and S/W Navigations.
* Work Delegation and daily user allotment for inflow records.
* Handling Production and Quality Database for my Team.
* Received Best Team Player Award in the year 2013.

**NOTABLE ACCOMPLISHMENTS**

* + **Moved from AR-Follow-up to Team Leader within a year.**
* **ACADEMIC DETAILS**
* **Post Graduation : MBA. Human Resources and Management, Madras University**
* **Under Graduation : BSC. Computer Science, Madras University**
* **Schoolings : Sri Ramakrishna Matriculation and Hr sec School. Chennai**

**TECHNICAL SKILLS**

* Distinction on Typing in English (Lower Grade)
* Knowledge of Computer Hardware and Networking.

**COMPUTER SKILLS**

**HDCA -** Honors Diploma in Computer Application

* Programming : C, C++, VB
* Operating System : Windows - 2010
* Software’s : MS-Office
* **SUPER PERSONALITIES**

**HOBBIES**

* Efficient Player in Cricket.
* Interested in Chess and Carom
* Listening to Music.

**STRENGTHS**

* Quick Absorbing Knowledge and Innovative.
* Quick Learner
* Initiatives and hard working.
* Ability to deal with people positively and a team facilitator.
* Self motivated and self disciplined.
* **PERSONAL DETAILS**
* Date of birth : 14-07-1988
* Sex : Male
* Marital status : Single
* Nationality : Indian
* Mother Tongue : Malayalam.
* Languages Known : English, Tamil, Malayalam and Hindi

**DECLARATION**

I hereby declare that the details furnished above are true to the best of my knowledge and belief.