Sunil

Email: sunil.348070@2freemail.com

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**Career Objectives**

Optimum utilization of all resources for maximizing output and to meet end goals through years of experience in Operation, Business analysis and client servicing and enhancing business growth and prospect.

**CURRENTASSIGNMENT**

**Religare Health Insurance Pvt Ltd. (from February 2016 till August 2016)**

**Department: - Claim – Fraud & Investigation.**

**Key Responsibilities:**

* Documents medical claims actions by completing forms, reports, logs, and records.
* Resolves medical claims by approving or denying documentation; calculating benefit due; initiating payment or composing denial letter.
* Ensures legal compliance by following company policies, procedures, guidelines, as well as state and federal insurance regulations.
* Maintains quality customer services by following customer service practices; responding to customer inquiries.
* Provides legal support by assembling documentation for settlement action.
* Protects operations by keeping claims information confidential.
* Prepares reports by collecting, analyzing, and summarizing information.
* Visiting the accident scene and investigating the circumstances.
* Assessing a range of factual information including claimant’s background.
* Checking details with policy holders, witnesses and other professionals.
* Writing reports and collating information.
* Protecting insurance companies from paying out to invalid claims.
* Manage and prioritize a large and varied case of load effectively and efficiently to achieve positive results.
* Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

**PREVIOUS ASSIGNMENT**

**United Healthcare Parekh TPA Pvt Ltd. (from April2013 till January 2016)**

**Designation: - Supervisor**

**Department: - Cashless Claims Operations (Nurseline Team)**

**Key Responsibilities:**

* Handling team of Cashless Operation which functions as Processing of cashless request and computing the claims.
* Preparing daily activity reports and giving regular feedbacks to improve their performance.
* Audit and Quality check of the claims and preparing report and publishing the same.
* Working on data and preparing report to reduce deficiency of errors to enhance customer satisfaction and hospitals.
* Monitoring claims and giving regular feedbacks to all team members.
* Raising PIP (Performance Improvement Plan) for non-performer and monitoring it closely so that performance is improved.
* Taking regular team meeting and discussing performance.
* Coordinating with Broker & Client and leading to early closure and maintaining TAT.
* Tracking of case follow and client email which leads to early closure and maintaining TAT.
* Coordinating with Networks team for Credit claim DR closure.
* End to End tracking of claim till payment.
* Various Innovative steps taken by joint feedback of agents and management to make the process more equipped to meet client’s requirement.
* Representing company and Cashless  process to client so there better understanding of process with regard to their claims and try to and provide solution to their query or requirement
* New Initiative process (Computation) developed which has bought refinement of the process.
* Conducting one to one sessions for each team members so that each team member achieves their quality targets
* Maintaining and reviewing the stage wise TAT Report to the internal and external Stake Holder.
* Preparing Quality data and publishing to team and management.
* Maintaining parameter wise trends to understand team performance and thus taking preventive measure to enhance the performance.
* Scheduling timely training for Agent on product knowledge and quality.
* Handling the entire roster for the Nurseline Team.
* Ensuring Validation of Medical claims policy received from insurer.
* Ensuring the client requirement and expectation are meet.

**PREVIOUS ASSIGNMENT**

**United Healthcare Parekh TPA Pvt Ltd. (from April2008 till March 2013)**

**Key Responsibilities:**

**As Team Member:-**

* Taking inbound calls and resolving customer queries.
* Hand holding customer and thereby avoiding escalations.
* Registration of Cashless request thereby checking all details related to policy.
* Coordinating with hospital for procuring deficiency documents raised by doctor’s team.
* Informing hospital and client about status of cashless and thus making smooth cashless transactions for clients.
* Handling escalations and resolving queries end to end.
* Coordinating with internal department for end to end cashless transactions.
* Resolving queries of clients such as enrollment, policy benefits, claim & cashless status etc. via email.
* Various Innovative steps taken by joint feedback of agents and management to make the process more equipped to meet client’s requirement.
* Representing company and Cashless  process to client so there better understanding of process with regard to their claims and try to and provide solution to their query or requirement
* New Initiative process (Computation) developed which has bought refinement of the process.
* Conducting one to one sessions for each team members so that each team member achieves their quality targets.

**Rewards & Recognition:-**

* Service Excellence Award (Support Change and Innovation) December 2008
* Team of the year – 2009
* Change & Innovation certificate – December 2009
* Employee of the Quarter II - 2011
* Team of the Quarter III – 2011
* Spot Award- 2014

**EDUCATIONAL QUALIFICATION**

* SSC from Maharashtra Pune Board, Mumbai (2003)
* HSC from Maharashtra University, Mumbai (2005)
* Bachelor of Commerce From EIILM University (2012)

**CORE STRENGTHS**

* Optimistic
* Good Communication Skills
* Good Analytical and Logical Skills
* Highly committed and focused
* Organized
* Good Counseling Skills
* Believe in Team Work
* Innovative

**HOBBIES/ LEISURE**

1. Sport is my Passion specially Caroms & Cricket.
2. Like to listen to good music & Traveling to new places.

**PERSONAL DETAILS**

Date of Birth:        10thFebruary 1986

Marital Status:        Married

Sex:            Male

Visit Visa Expiry Date: - 20th May 2017

**Declaration:**

    I hereby declare that, all the above information furnished by me is true according to my knowledge and belief.

Place:-

Date: -                                    Signature

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