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Summary

Dedicated and hard working healthcare IT professional with an extensive background in Team Leadership, quality assurance, training and Customer Service. A positive and effective leader who excels at building and maintaining strong relationships throughout the healthcare and financial industry. Always open to learn new skills and adapt well to change of industry as it comes. I have a passion for improving the lives of others

MEDICAL BILLING EXPERIENCE

Billing Account Manager

BellMedEx US Health Care IT Company

Jul 2020 - Present (2 years)

- To perform medical billing for offshore clients.
- To ensure Quality, Timeliness & Accuracy in the entire Billing Process.
- Keeping informed of all changes in the Rules & Regulations of Insurance Carriers and regularly update the teams.
- Weekly / Monthly Meeting with Manager Operation, in order to resolve the Provider Issues.
- Work on the aging to resolve issues regarding denials.
- Root-Cause Analysis of different Issues / Problems of Practices.
- Tele-Conversing with Insurance Companies for Claim Follow up.
- Tele-Conversing with Clients (Doctors) in USA.
- To communicate with the clients over the internet and to assist them with their day to day tasks of maintaining patient records.

Medical Billing Account Manager

PMTAC Private Limited

Jul 2019 - December 2020 (6 months)

- To ensure Quality, Timeliness & Accuracy in the entire Billing Process.
- Keeping informed of all changes in the Rules & Regulations of Insurance Carriers and regularly update the teams.
- Root-Cause Analysis of different Issues / Problems of Practices.
- Tele-Conversing with Insurance Companies for Claim Follow up.
- Tele-Conversing with Clients (Doctors) in USA.
- To communicate with the clients over the internet and to assist them with their day to day tasks of maintaining patient record .
- To ensure that the activities of the billing operations teams within the group.

Senior Billing Executive

KSOFT (PVT) Limited

April 2018 - June 2019 (1 year 2 months)

- Working as a Senior AR Specialist for medical billing department.
- To ensure Quality, Timeliness & Accuracy in the entire Billing Process.
- Keeping informed of all changes in the Rules & Regulations of Insurance Carriers and regularly update the teams.
- Weekly / Monthly Meeting with Manager Operation, in order to resolve the Provider Issues.
- Work on the aging to resolve issues regarding denials.
- Root-Cause Analysis of different Issues / Problems of Practices.
- Tele-Conversing with Insurance Companies for Claim Follow up.
- Tele-Conversing with Clients (Doctors) in USA.

Team Lead Medical Billing Department

Digital Processing Systems

Mar 2006 -Aug 2008 (2 years 6 months)

- To assist Manager Operations in all Billing Activities.
- To supervise a team of medical billing and keep them updated to perform medical billing for offshore doctors.
- Analysis and research on medical claims.
- Keep informed of all the changes in rules and regulations in insurance carriers and prepare daily and monthly work reports.
- Resolve medical claims-related issues of complex nature.
- Develop & retain the billing expertise in the group by providing them day-to-day updates of billing techniques.

OTHER HEALTH CARE IT EXPERIENCES

Quality Control Manager Medical Transcription

K Soft

Dec 2009 - May 2019 (9 years 6 months)

Responsible for all the clients' transcribed records, discharge summaries, history of the patient, patient's report, letters and notes etc. To supervise the entire transcription process for out clients in two states with multiple specialties. Perform quality reviews specific to blanks and questions from the Medical Transcription staff and provide feedback and coaching.

Quality Control Manager transcription Department

Green Tech Medical Transcription Services

Apr 2015 - Jan 2018 (2 years 10 months)

Oversee the operations of medical transcription services managing home based users in different cities of the company.

Medical Transcription Specialist

24 Scribe

June 2019 - December 2021 (2 years 6 months)

Worked as a transcription specialist, transcribing medical notes e.g. discharge summary, progress notes, procedure notes, physical exams with 100% accuracy. Responsible for all the clients' transcribed records, discharge summaries, history of the patient, patient's report, letters and notes etc.

Medical Transcription Specialist

TouchScribes (PVT) Limited

Mar 2010 - Jul 2011 (1 year 5 months)

Worked as a freelancer, transcribing medical notes e.g. discharge summary, progress notes, procedure notes, physical exams with 100% accuracy maintaining quality as MTQC.

Medical Transcription Specialist

MTBC

Aug 2008 - Dec 2009 (1 year 5 months)

Transcribing the voice files, including procedure notes, discharge summaries, patient's history and physical exams, letters and notes. Verifying the accuracy of patient's demographic information. Maintain HIPAA compliance as per client requirements.

Team Lead Operations (Database Department)

Digital Processing Systems

Apr 2007 - Aug 2008 (1 year 5 months)

Supervising morning shift for data entry department for database developed for Paktel (Zong) clients information and data. Assign and manage data in user's ID on a daily basis and monitoring quality control department and production department for 100% accuracy of the data. Making report for the shift operation on a daily basis.

Quality Assurance Executive

Siemens

Oct 2005 - Mar 2006 (6 months)

To verify the data for govt employees for the project of PIFRA in order to assist the management with regards to data management and to reate daily report of the data management.

Education

Allama Iqbal Open University

Bachelor's degree

2015 - 2017

Govt College Asghar Mall

ICS, Computer Science

2000 - 2002

Ideal Cambridge School

Matriculation, Science

1987 - 2000

Skills

Team Leadership • Team Management • Microsoft Excel • Customer Service • Customer Satisfaction
• Databases • Research • U.S. Health Insurance Portability and Accountability Act (HIPAA) • Data
Management • Team Building