

Zahoor Alam

MEDICAL BILLING SPECIALIST

P-214 St 5/2 Daniyal Town Sitiana Road, Faisalabad
0303 6242001 ▪ zahooralam751@yahoo.com



Professional Profile

A highly motivated, organized, and confident medical Billing Specialist with three years of experience with commendable expertise in charge creation, Denial and rejection Management, verification, and submission of claims. Having highly technical knowledge of medical billing with a very good strategic approach to problems. Currently seeking a similar position in a company where exceptional customer service and organizational skills, and the ability to work with relevant software tools will be utilized to help ensure accurate data entry and management of billing procedures.

Career History

Ascend BPO Services, Faisalabad

Production and AR Team Lead (August 2019 – Present)

Enhanced Monthly Collection of practices under my Supervision from 65K to 150K within three years by identifying the practice week points, revising the fee schedules, and decreasing the aging buckets.

Production/Charge Entry

- **Information Gathering:** Used 30+ hospital and insurance portals for the collection of 2200 patients each month.
- **Demographics Entry:** Created 20 patients on average on daily basis for 3 Medical practices.
- **Eligibility Verification:** Verified each patient's eligibility during demographic entry using Availity, Trizeto, and insurance portals
- **Cross-check patient information:** Cross-checked patient information during eligibility verification from hospital Portals.
- **Frontrunner:** Pulled insurance information for 10 self-pay patients in case of Missing data on daily basis.
- **Availity:** Used Availity for medical record submission to insurance, claim status collection, and payment hunting.
- **Trizeto:** Used Trizeto for claim submission and rejection either from insurance or clearinghouse.
- **Hospital Charges:** Submitted 1300 hospital charges of Gastroenterology and Pulmonology specialty using E-Clinical Works (ECW) cloud and desktop app each month.
- **Importing Office Charges/Encounter:** Import Encounters based on a date range to assign tasks to 4 team members for claim submission within 24 hours of service provided by the Doctor.
- **Office charges:** Submitted 350 office charges of a Gastroenterology specialist using E-Clinical Works (ECW) cloud and desktop app each month.
- **Surgery Center and Lab Charges:** Submitted 150 charges of lab and surgery center using E-Clinical Works (ECW) cloud and desktop app each month.
- **ICD & CPT Codes Verification:** Verified ICD and CPT Codes from medical records pulled from hospital portal using Codify.
- **NCCI and MU Edits:** Verified ICD and CPT consistency using codify.

- **Claim reconciliation:** Reconciliation claims created by 3 team members on daily basis for minimizing claim rejections and denials.
- **LCD and NCD:** Verified Billing pattern for ICD and CPT codes using CMS LCD tool.
- **Reduced Billing Errors:** Identified common denial and rejection reasons daily lamented the correction strategy within practice resulting in a 60% decrease in rejections and denials.
- **Claim Notes:** Added claim notes to each created claim for keeping track of claim progress. Also, updated notes on each claim after 30 days.
- **Physician Billing:** Performed medical billing on professional healthcare services including Gastroenterology, Pulmonology, and Podiatry specialty.
- **Credentialing and Enrollment:** Collaborated with credentialing and enrollment team to get providers contracted with insurance carriers resulting in more patients and a higher number of claims

AR/Denial Management:

- **Benefits Verification:** Verified patient's benefits before claim entry through insurance Phone call and Availity. Also cross-check benefits via the insurance portal.
- **Rejection Elimination:** Reviewed and resolved 350+ rejected claims of 3 medical practices in 3 years.
- **ERA/EOB Reading:** Ability to read ERA/EOB to Identify the Remarks Codes and Contractual obligations.
- **Claim Correction and Resubmission:** Corrected and resubmitted 10+ Denied claims along with ICN to insurances for claim adjudication in a month.
- **Claim Adjustment Remark Codes:** Ability to take resolutions on Remark Codes mentioned on ERA/EOB to settle the claim in the system.
- **Claims Follow-up:** Got status of 25+ claims through call and portal daily.
- **Lab Billing:** Worked on pathology lab for Covid claims. Fixed rejections, and dismissed claims based on certain conditions as assigned by my supervisors.
- **Patient Statements:** Verified 500+ statements after every two months.
- **Daily Work Summary:** Generated daily work summary for providers to keep them updated with practice health. Reports majorly consist of Daily Collections, Daily charges details, or EOBs/ERAs.
- **Practice Overview:** Generated Practice Overview on weekly basis by pulling data from ECW. It included Claim and Payment details for all facilities.
- **Client Queries/Reporting:** Answered client queries promptly and provided complex reports demanded by the provider promptly.
- **Client Communication:** Communicated with a client under Mangers' supervision via email.

Payment Posting and Management:

- **MTD Collection:** Collected 250k+ month-to-day collection with 5 team Members each month.
- **Payment Hunting:** Hunted Payments for submitted 25 claims in a month while inquiring about claim status through Portal and Calls.
- **Payment Posting:** Posted 25+ ERA/EOB by inputting given data after a reconciliation in the Practice Management System.
- **Reversal and Offset Adjustment:** Experienced to post referrals and offsets on certain claims if occur.
- **Smooth Practice Management:** Collaborated with supervisors and billing managers to streamline the practice work schedule.

Technical Skills

- eClinicalWorks
- MD Cloud
- Office Ally
- Trizetto
- Availity
- EF Lab
- Frontrunner.
- Tiger
- Time Doctor
- HCM
- Google Sheets
- Adobe Acrobat
- Foxit Reader
- Skype
- Microsoft Office (Excel, PowerPoint, Word)

Analytical Skills

- Time Management
- Problem Solving
- Decision Making
- Communication Skills

Soft Skills

- Team Work
- Presentation Skills
- Multitasking
- Office ethics

Achievements

Medical Billing Training

Trained 25 Fresh Resources for charge creation, Patient statement verification, and AR Through portals.

Employee of the Month

Got Employee of the Month Award thrice.

Attendance Award

Got Yearly Attendance Award Twice.

Appreciation Letter

Got five Appreciation letters.

Education

Bachelor of Science Honours

University of Agriculture, Faisalabad (2017)

Major: Computer Science

Certification in Creative Designing

E.Rozgaar, Online Creative Design (2021)