

NAZAKAT RIAZ

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PROFILE

An enthusiastic, self-motivated, reliable, responsible Energetic, and experienced professional medical billing manager with 4.3 years of experience in different healthcare environments. adaptable to all challenging situations, able to work well under pressure, and adhere to strict deadlines both in a team environment as well as using my own initiative. Eager to provide Navigant and its customers with the best solutions for sustained improvements in performance and profitability.

EDUCATION

2014

FSC (PRE-ENGINEERING) FROM AJK BISE MIRPUR AJ&K

2016

BSC, JINNAH INSTITUTE OF INFORMATICS & COMMERCE RWP.

2019

MSC (MATHEMATICS), RIPHAK INTERNATIONAL UNIVERSITY ISLAMABAD.

WORK EXPERIENCE:

May 2017 – May 2018

ACCOUNT Executive: Superior Group of colleges Rawalpindi.

Job Description:

Creating detailed business plans to reach predetermined goals and quotas. Managing the entire sales cycle from finding a potential client to securing a deal. Unearthing new sales opportunities through networking and turning them into long-term partnerships.

June 2018 – OCT 2018

Admin officer: Roots school system (Rawalpindi)

Job Description

An Administrative Officer, or Admin Officer, is responsible for providing administrative support to an organization. Their duties include organizing company records, overseeing department budgets, and maintaining the inventory of office supplies.

OCT 2018 – OCT 2019

ACCOUNT MANAGER OPERATIONS, MTBC CARECLOUD (US-BASED HEALTH CARE IT COMPANY)

Job Description

Manage complete Revenue cycle management (AR follow-up/Payment posting/Billing Errors) of the US-based hospital ClareMedica having a monthly collection of \$250K and average monthly revenue of \$15,000.

NOV 2019 – Aug 2022

LEAD ACCOUNT MANAGER, MTBC CARECLOUD (US-BASED HEALTH CARE IT COMPANY)

Job Description

In the 2.7 Years tenure as Lead Account Manager ops, Handled the complete revenue cycle (Billing, Collection & payment posting) of 21 practices with an average of \$2M collection and \$75K revenue. Lead Account Manager Responsibilities are mentioned below:

- Communication with New Jersey Management regarding practice issues.
- Making Calls to the providers' offices on day-to-day activities (when required)
- To resolve medical claims-related issues of complex nature & Monitoring & resolve client complaints.
- Checking Daily work (FTP/Scanning/other received from the providers' offices).
- MTBC Soft Reports, (ERA, Financials, Aging, Submission, Missing Claims, Rejections, Calls, Unpaid Claims, Missing DOS).
- Daily Update Meetings with the Team to keep them updated on insurance carriers, and billing guidelines and to coordinate with Account Managers for Daily Issues/practice concerns, Random Checking of billing/Follow-up & Daily Sign Off (including all the variables of their daily tasks including Exceptions, scanning, and communication).
- Implement and act in accordance with MTBC's information security and privacy policies & Ensure compliance with information security responsibilities specific to your job role.
- Protect assets from unauthorized access, disclosure, modification, destruction, or interference.
- Any other tasks assigned by the supervisor.

Top 5 entities under my supervision as a Lead Account Manager ops:

- **ClareMedica** (average collection: \$250K and Average MTBC RCM revenue \$15K)
- **VARKI CANCER CARE CENTER PA:** (average collection: \$350K and Average MTBC RCM revenue \$17K)
- **Nephrology Assoc of the Gulf Coast** (average collection: \$230K and Average MTBC RCM revenue \$6.5K)
- **MedPsych Integrated: Coast** (average collection: \$170K and Average MTBC RCM revenue \$11K)
- **LA Urology Medical Group, Inc.** (average collection: \$400K and Average MTBC RCM revenue \$20K)

Aug-2022 till present

Manager Special Projects/Transition/Acquisition of new clients, MTBC CARECLOUD (US-BASED HEALTH CARE IT COMPANY)

Job Description

From Aug-2022, Working as a manager of special projects/Entity transition/Acquisition of new clients. Successfully completed the transaction of 15 new accounts to CareCloud without client complaints or errors, with an Average collection of \$14.5M and an average revenue of \$825K.

Manager special project Responsibilities are mentioned below:

- Provide Basic training/Demo of the Soft to the client office through calls (Teams, Go-to-meeting).
- Communication with the client office to get the practice details i.e. practice profile, expected charges/payment/Specialty, information for billing configuration, Practice NPI, TIN information, and Credentialing details for payers.
- Communication with the client's office to keep them posted on all the updates.
- Communicate with different departments regarding new client acquisition requirements.
- Communication and follow-up with NASD (New account transition department) for the Account integration in soft.
- Communication & follow-up with EDI and Enrollment team regarding the Claims submission process, ERA setup, and Credentialing of the provider with payers.
- Keeping track of the test claims submission and response of the payers.
- Oversee the complete billing transition till the complete transfer of the entity to the assigned shift/Manager.

Current project under my supervision as Manager special project:

- Currently working on the US Based hospital CDR HEALTH CARE INC, one of the largest Clients of MTBC CareCloud with an average monthly collection of \$11M and average monthly MTBC revenue of \$500K. Managing complete RCM services "Collection, Charges, payment". Due to this client referral, a new entity of \$600K collection (CDR Lab) was added to the MTBC Carecloud in Nov-2022.
- AR Project of the Indiana Based Hospital UROLOGY ASSOCIATES, LLC with a monthly collection of \$340K.
- 45K Claims submission backlog project of Florida Based Entity SW-Florida is also in-process and we will work on this for 3 months.

Transited account details as Manager Special Projects/Transition/Acquisition of new clients:

1. CDR Health Care Inc.
2. Dayamed PA
3. Urology Associates, LLC
4. Einstein Genius Care
5. Revitalize Spine & Sports Care
6. CRS Plastic Surgery
7. The CENTER, a Samaritan Center
8. Arrhythmia Center of Northern California, Inc.
9. ClearSky CareConnections, LL
10. Ctr for Advanced Urology & Robotics
11. Estates Medical Center, Inc.
12. TUCSON DERMATOLOGY LTD
13. WILLIAM V. TEJEIRO, MD, PA
14. Heart & Heart Cardiovascular
15. Elite Coastal Healthcare

WORK EXPERIENCE SUMMARY:

MEDICAL BILLING SUPERVISOR:

- Oversaw daily Billing Department functions, including medical coding, charge entry, payment posting, and reimbursement management.

- Experienced billing for Dermatology specialties, Family Medicine, Ophthalmology, Orthopedics, and Clinics
- Collaborated with medical providers and office management to determine billing and documentation policies and ensure compliance.
- Implemented the setup of new practice management software.
- Researched insurance policies/eligibility and educated medical staff.
- Provided administrative support to physicians and interpret data to assign ICD-9. ☑ Entered CPT codes and patient information into billing software.
- Reviewed and validated the accuracy of charges including dates of service, services provided, and location and provider signature.
- Completed and submitted CMS-1500 Forms.
- Assigned ICD-10 to physician's diagnosis and insured the correct level of service and various other CPT codes.
- Connected with Insurance and patient aging to resubmit insurance claims when necessary.

ACHIEVEMENTS:

- Supervised a 40-member team and assisted with training new hires.
- Improved revenue with a healthy percentage in each quarter.
- Trained over 60 employees on organizational policies and procedures in the last two years.
- Supervised and Transited 15 accounts on CareCloud soft successfully
- Not a single client was terminated during my supervision due to a lack of quality RCM work.
- Currently Working on one of the Largest projects of MTBC with an \$11M collection.
- Implemented a new reporting system of money that's received and not collected to share with management and/or an administrator.
- Achieved Team of the month title twice in 2022.
- Received Appreciation emails from the client's office and received a special dinner three times in 2022.
- Received an Increment in salary for the successful transition of the CDR Healthcare Project.
- Successfully transited 14 accounts other than CDR Health Care Inc in 2022 with an average collection of \$2.5M and average Carecloud revenue of \$75K with a Zero Error Rate.

SKILLS:

- Hospitality
- Leadership
- Teamwork
- Productivity
- Adaptability
- Rapport building
- Communication
- Organizational skills
- Collaboration
- Fiscal skills
- MS office (Excel, Word, Outlook)

LANGUAGES:

- English
- Urdu

