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| suguna sunkeshwari  Mobile N:91-9550712096  Email id: Suguna.Sr22@gmail.com |
| Professional Summary:A team-oriented Claims Analyst with more than 8 years of claims and customer service experience. Excellent business communication, organizational and interpersonal skills. Comfortable interacting with all levels of the organization and the public. Able to problem solve quickly, accurately, and efficiently. Committed to quality and excellence. |

# Experience

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| Dates From May 2017– April 2022Senior claims examiner-Global benefits group (Hyderabad)  * Scrutinizing Medical Claim Documents and settlements. * Process claims as per healthcare guidelines. * Follow HIPAA guidelines, Command of medical insurance claims laws. * Working Knowledge of HCFA and UB Claims. * Understanding of ICT and CPT codes. * Knowledge of policy concepts like Deductible, Coinsurance, Co-pay, Out of Pocket, Maximum inside limits and Exclusions, and State Variations. * Investigate, evaluate, and settle claims, applying technical knowledge and human relations skills to effect fair and prompt disposal of cases and to contribute to a reduced loss ratio. * Pay and process claims within the designated authority level. * Timely and accurate adjudication of all types of claims from assigned workflow queues. * Effective communication with Supervisors/Peers verbally or in writing regarding claim issues including claim adjudication, overpayments, underpayments, billing problems, and any other irregularities. * Documentation Skills. |
| Dates From June 2016– January 2017CLaims associate- United Healthcare Group (Hyderabad)  * To install the benefits of a customer as per guidelines. * Using different software to get the different information and to install the benefits. * Working on a different product or plans as assigned and make if any changes as per plans. * Follow the correct documents to make necessary changes or to install the benefits. * After making all changes we need to upload the documents to the particular website where Customers can see them.  Dates From January 2014– March 2016PROCESS ASSOCIATE- Sutherland Global services (Hyderabad)  * Having 2+ years of work experience in US Healthcare. * Worked in various companies (Apollo health Street, and Sutherland global services. * Experience in provider updates maintained (Updating provider contractual information (Humana). * Experience in Coventry Epif (Identifying provider rating (Humana). |

# Education

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| June- 2012Bachelor of Science in biotechnology in jyohirmai college (SKU university) from Anantapur district in ap. |
| June- 2014MASTERS DEGREE in MBA from JNTU University in Hyderabad. |

# Skills

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| * Proficient in the use of all Microsoft applications including MS office, excel, outlook, word, and PowerPoint. * Have knowledge on the programming languages C, C++, and SQL Database. | * Core skills: Billing, Closing, and insurance claims, medical terminology, HCPCS, ICD, and CPD codes and Revenue Cycle managment. * Coverage assessments, claims adjustments, and Documentations Review. * Settlement determinations |

# Activities

* Worked as a trainer, giving training to new joiners on various Processes like claims registrations, patient tagging ,eclaims, Kofax, efax, scan, letters, and claims adjudication process.
* Worked as quality auditor, auditing the team member works and reporting internal and external audit report to supervisors and giving feedback or clarifications to the team members on the Process.
* Finding out process bugs and errors and trying my best on Process developments.
* Consolidating & Sending inventory Reports to all the Supervisors on daily basis by showing up fresh and pending claims as per TAT.

**achievements**

* Quality Champ from my team with 100% quality along with maximum productivity every three months.
* Achieved best employee award for maintaining good quality, Production and attendance.
* Nominated and moved to next-level claims Processes as performing well in the Process.

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**PLACE: HYDERàBAD Signaure:**

**Date:16/11/2022 Suguna**