

# SHAYAN HUSSAIN

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## OBJECTIVE:

Two years of experience as front office Executive, referrals specialist and Eligibility/benefits specialist in the US Healthcare Sector. Possess a knack of applying analytical and problem-solving skills to meet clients varied demands within strict deadlines. Ensures timely completion of identified goals.

## Experience:

- INPROTEL SOLUTIONS

August 5<sup>th</sup>, 2022 – August 31<sup>st</sup>, 2023

Joined company as a Front office Operator and gain experience for a year by working with US Healthcare providers and medical assistants.

### **Front Office Operator:**

Responsibilities:

- Schedule and reschedule appointments for the patients.
- Handling and solving patient's queries.
- Coordinate with nurses and providers to request medication and sign a script on behalf of patients request.
- Handling calls for different clinics, insurances as well as Plan of care departments.

Then also started working as a referral specialist for the clinic.

### **Referrals Specialist:**

Responsibilities:

- Sending all kind of different referrals to different facilities and specialists for patients to perform surgery or whatsoever procedures.

- Transferring the orders to medical assistants for those procedures that can be done inside the clinic
- Sending request to providers on behalf of patient to sign the order

- **Cognizance Solutions Pvt Ltd**

September, 2023 – Current

Joined company as an Eligibility verification and benefits verification Specialist.

### Responsibilities:

- Eligibility verification through various portals and through insurance representatives.
- Benefits verification through various portals and through insurance representatives.
- Specialization in Ultrasound benefits and Specialist office visit benefits.
- Handling EHR and EMR.
- Great knowledge in using different insurance portals for different procedure benefits such as ultrasound, specialist office and PCP office.
- Making daily reports on excel for providers Office.
- Coordinating with the patients and insurances regarding any insurance issue.
- Coordination with team members deliver quality work to the client on time.

### Academic Qualification:

Matriculation – The Educators School

Intermediate – National College of Science and Commerce

### Languages:

Fluent in English and Urdu.

### Skills:

Excel, Athena, Practice Fusion, Collaborate MD, Word

