

Zeeshan Ali

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Objective

To expand experience in the field and help better the company as a whole by using my years of experience and attained skills.

Credentialing Specialist (April 2019-Continue)

- Assisted in preparing and coordinating provider information to / from managed care quality committees and other internal departments and / or external entities.
- Exceeded production goals by 99% while maintaining quality.
- Maintained credentialing database while tracking all direct provider contract data.
- Performed primary and secondary source verifications of credentials according to departmental policy.
- Maintained all medical license, Drug Administration and malpractice insurance for physicians and mid-level providers.
- Ensured compliance with national standards of quality organizations.
- Audited, data entered, and performed primary source verifications in accordance with various regulatory agencies for credentialing, re-credentialing, and delegated accounts.
- Resolved practitioner concerns in a timely manner.
- Analyzed reports to ensure processing compliance.
- Produced canned reports and maintained Visual Cactus Database
- Promoted special projects to enhance operations
- Efficiently credentialed all initial applicants in a timely fashion
- Supported enterprise decision-making with subject matter expertise
- Provided excellent customer service to practitioners, managers and teams as evidenced by satisfaction surveys

AR Specialist (Jan 2019-April 2019)

- Research, appeal and resolve claim rejections, underpayments and denials and respond to written payer communications as indicated with appropriate action.
- Process claims and appeals by gathering information, initiating and/or creating via payer portal , scanning appeals, filing electronic or paper rebills and mailing to insurance company in a timely manner.
- Document daily in the billing system all follow up and communication on a patient account in a consistent and concise format and logging daily in Excel accounts worked. Other duties as assigned.

Floor Supervisor, ibex .Connect (January 2018-December 2020)

- Dealing with escalations.
- Assisting agents on the floor.
- Maintaining floor decorum.

Customer Support Specialist, ibex. Connect (Dec 2016-December 2018, Evening Shift)

- Assisting the customers with their concerns.

- Assisting the customers with Filing a claim on electronic items, using Sales force and providing resolutions.
- Making sure KPI's are as per the requirement and adhering to Quality Assurance.

Energy Advisor, Rainbow Communications, Islamabad (July 2015-Nov 2016, Evening Shift)

- Started as a sales representative to generate eligible leads of Energy Helpline.
- Promoted as a closing rep. with a target to close leads by switching energy suppliers and Sending sales report to management
- Comparing gas and electricity prices over the phone and switching using energy helpline console.
- Upselling of mortgage plans, car insurance plans and Broadband.