



# Anjali Kumari

Customer Service Specialist

## PROFILE

Detail-oriented and driven Accounts Receivable (RCM) Specialist with 2+ years hands-on experience in U.S. healthcare billing, claims follow-up, and denial resolution. Skilled in managing end-to-end revenue cycle processes, ensuring timely reimbursement, and enhancing financial workflows. Strong communicator with a commitment to accuracy, compliance (HIPAA), and team collaboration. Actively seeking RCM/AR roles in Dubai to contribute my expertise in a global healthcare environment.

## EXPERIENCE

### · AssureCare Healthtech LLP – Ahmedabad, India *RCM Specialist | Jul 2024 – Sep 2025*

- Managed patient billing and insurance claim processes to ensure timely payments and reimbursement.
- Conducted follow-ups on outstanding claims with insurance companies, patients, and providers.
- Resolved claim denials by reviewing and correcting coding errors, resubmitting claims, and verifying eligibility.
- Analyzed and reconciled accounts to identify discrepancies and reduce aged accounts receivable.
- Utilized EHR and billing software to track claim status, manage patient information, and document interactions.
- Ensured compliance with HIPAA and healthcare industry regulations during claim processing and patient communication.
- Coordinated with medical coders to verify coding accuracy and optimize claim approvals.
- Generated and presented daily, weekly, and monthly AR reports to track collection status and financial performance.
- Maintained effective communication with insurance providers and patients to resolve billing issues and payment delays.
- Identified and escalated issues affecting cash flow to the management for prompt resolution

## PERSONAL DETAILS

- Date of Birth: 30 June 2000
- Marital Status: Single
- Nationality: Indian
- Visa Status: Visit Visa (Valid until Dec 2025)
- Languages: English, Hindi, Telugu, German

## CONTACT

### Address

Diera, Dubai

### Phone

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### Email

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## EDUCATION

2023

### GITAM UNIVERSITY

Masters in Science (Chemistry)

2021

### OSMANIA UNIVERSITY

Bachelors in Science (Chemistry)

## PRO.SKILLS

- **RCM & Medical Billing:** Claim Submission, AR Follow-up, Denial Management, Prior Authorization
- **Technical Skills:** EHR Systems, Microsoft Excel & Outlook, CRM Tools
- **Customer Service:** Complaint Resolution, Call Handling, Email Support, Escalation Management
- **Core Competencies:** Analytical Thinking, Communication, Problem Solving, Team Collaboration, Time Management
- **Regulatory Knowledge:** HIPAA Compliance, Payer Guidelines