

D. CHANDRASEKHAR - COC

Email: Chandrasekhardamerla1@gmail.com

Tel. No: 8686070880



CURRICULUM VITAE

PROFESSIONAL SUMMARY

- Team Leader – Operations, Medical Coding at Omega health care.
- Results-focused professional with over nine years of diverse experience in Healthcare BPO involving Medical Coding E/M – OP, ED (Pro and Fac), Denials, HCC.
- Expertise in providing excellent quality work leading to Client satisfaction and expectations
- Worked as Senior Coding Specialist/Internal Quality Analyst.
- COC – Certified Outpatient Coder by AAPC
- Extensive experience in ICD-10-CM & PCS with HCPCS/CPT coding systems. Strengths include vast knowledge of medical record (EPCR, Paper PCR), computer and operational systems (CAC & Non-CAC) with the ability to evaluate and improve current system efficiency

KEY SKILLS

PEOPLE MANAGEMENT

- Creating and sustaining an environment that fosters development opportunities and motivate high performance.
- To streamline workflow and create a team environment to increase productivity.
- Training the associates in order to provide in depth knowledge of various client's processes.
- Member management and playing a role in personal grooming and professional improvement activities including succession planning.
- To conduct monthly one on one's, half yearly and annual appraisals.
- Team Engagement activities.

RELATIONSHIP MANAGEMENT

- An effective communicator with good presentation skills, establish beneficial relationships with clients.
- Handling effective relationship management, acting as a point of escalation, reviewing performance, checking client satisfaction and extending the relationship accordingly.
- Mapping the requirement of the team, and ability to work cross functional in a time-intensive environment
- Building and maintaining healthy environment.
- Understanding quality requirements as per the client specification and implement the same.

OPERATIONS AND PROCESS MANAGEMENT

- Analyzing metrics to implement best solution for optimal performance.
- Planning, monitoring and achieving of targets on a daily, weekly and monthly basis as per client requirements.
- Monitoring and evaluating performance and adhering to compliances by giving feedback and coaching as required.
- Create & implement workflows to facilitate structured support.
- Productivity enhancement on multiple levels, such as shift planning/staffing and process evaluation and development.

PROFESSIONAL EXPERIENCE

Omega, India

Jun 2023 – June 2024

TEAM LEADER– HCC – Reporting to Manager – Operations

- As a Team Lead, responsible for coaching and supporting Team Members and ensures that each team member meets or exceeds their individual performance.
- Handling team size of 35 coders.
 - Ensure client engagement, quality and service levels are met on a consistent basis
 - Worked in 3 different locations (Hyderabad, Chennai, Trichy)
 - Manual allocation of targets and taking hourly reports to ensuring that team is meeting Production numbers
 - Worked on 4 client applications simultaneously
- Escalate issues to higher level of management or Client for process improvement.
- Planning work for the team, submitting completed quality work by EOD to client.
- Focus auditing – to maintain team efficiency.
- Operations review meetings with senior managers.
- Weekly Lean review meetings with Coding BU Heads.
- Attending weekly client calls for process enhancement and to reach client deliverables
- Team meetings for healthy and smooth ongoing process.
- Feedback sessions to bottom performers and their weekly performance review raised them to best performers.
- Maintaining KRA in terms of Productivity, Quality, Attrition, Shrinkage, Shift adherence.
- Having monthly one on one with team members and working on their yearly appraisals.
- Forecast model workflow – driving team to reach the set goals
- Communicating with Onshore counterparts for software enhancements and updating SOPs
- Working with the management on developing terms & conditions related to target & quality parameters.
- Having hands on experience in maintaining and updating excel, tableau reports of entire team and accessing SharePoint reports.

Visionary Revenue Cycle management Pvt. Ltd, Chennai, India

July 2021– July 2022

TEAM LEADER– HCC– Reporting to Manager – Operations

- As a Team Lead, responsible for coaching and supporting Team Members and ensures that each team member meets or exceeds their individual performance.
- Handling team size of 25 coders.
 - Ensure client engagement, quality and service levels are met on a consistent basis.
- Escalate issues to higher level of management or Client for process improvement.
- Planning work for the team, submitting completed quality work by EOD to client.
- Focus auditing – to maintain team efficiency.
- Operations review meetings with senior managers.
- Weekly Lean review meetings with Coding BU Heads.
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- Having hands on experience in maintaining and updating excel, tableau reports of entire team and accessing SharePoint reports.

Optum Global Solutions, Hyderabad, India

Aug 2016 – Apr 2021

Senior Medical coder - Payer

- Worked in HCC (**OBAMA CARE ACT**) coding using a different set of guidelines.
- FTC, SLR project by using modified guidelines, which impact's in capturing a maximum number of codes from a medical record.
- Awarded as best performer of the month.

Cognizant Technology Solutions, Chennai, India

Dec 2015 – June 2016

Senior medical coder - Provider

- E&M (E/D Professional and facility) coding for US hospitals
- Checking daily inventory and Distribution among the coder to achieve daily team target.
- Close monitoring client expectations and time limits for production and Quality.
- Updating team members every day before starting up.
- E/M level coding for Outpatient visits. (1995 guidelines).
- Understanding and analyzing of documentation, EM components and Elements.
- ICD – 9 CM/10 CM codes capturing and linking with CPTs based on medical necessity.
- Handled a pilot project (**KINGS BROOKS**) and Delivered 98% quality with success rate of 100%.
- Attending weekly client calls for process enhancement and to reach client deliverables.

E4E Healthcare, Chennai, India

Dec 2014 – Oct 2015

Medical coder - Provider

- E&M (E/D Professional and facility) coding for US hospitals
- Checking daily inventory and Distribution among the coder to achieve daily team target.
- Close monitoring client expectations and time limits for production and Quality.
- Updating team members every day before starting up.
- E/M level coding for Outpatient visits. (1995 guidelines).
- Understanding and analyzing of documentation, EM components and Elements.
- ICD – 9 CM codes capturing and linking with CPTs based on medical necessity.
- Worked as a **SUBJECT MATTER EXPERT**.
- Experienced in **DENIAL MANAGEMENT (ophthalmology 65091 to 68899)** as it a critical element to healthy cash flow and successful revenue cycle management.
- Attending weekly client calls for process enhancement and to reach client deliverables.
- Supported **HCC** project to deliver the client requirements.

Dell International Services, Chennai, India

Jan 2013 – Mar 2014

Medical Records Coder Senior Representative –Provider

- Worked in E/M out Patient coding, reviewed medical records and abstracted ICD-9, CPT-4 and HCPCS codes.
- Accurately assign ICD-9-CM and/or CPT-4 code(s) and sequence diagnosis and procedures per patient medical record.
- Assure the assignment of complete, accurate, timely and consistent codes by the medical coding unit.
- Proficient knowledge in anatomy, physiology, medical terminology, and ability to understand patient care charts and histories.
- Worked as **INTERNAL QUALITY** controller to enhance better payments.

MAJOR ACHIEVEMENTS

- Elevated to next levels through IJPs from the time of joining the organization
- Groomed and promoted team members to the next level
- Increased the productivity of most of the team members without quality compromise
- Awarded as the Best Team performer by the management
- Provided excellent quality work leading to Client satisfaction
- COC – Certified Outpatient Coder by AAPC (American Academy of Professional Coders)

EDUCATION

M. Sc Bio - Technology, Acharya Nagarjuna University, Guntur

2010-2012

TECHNICAL TRAINING:

- CPC-H – Certified Outpatient Coder by AAPC– American Academy of Professional Coders.
- HIPAA Risk Analysis & Information Security Management System.
- Trained in ICD-10 PCS

STRENGTHS

- Adaptability to situations
- Strong sense of commitment
- Excellent communication skills – both oral as well as written
- Multilingual (5 languages)

AWARDS & SCHOLARSHIPS

- Runner up for Designing Bio fuel Production concept In All India Science Exhibition 2012.
- Represented Acharya Nagarjuna University in First class level cricket Tournaments.
- Represented my High School in various Technical and Cultural, sports events as the School Captain
- Awarded certificates of appreciation by social welfare associations across the states for actively participating in blood camps, HIV awareness camps, orphan donation, Education donation programs.

DECLARATION

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

Place: Hyderabad

Date:

D. Chandrasekhar, COC