



KALAIVANI NANDAGOPAL

Career Objective

Dedicated Medical Biller for US Voice process with an overall 5 years, 6 months and as an Admin in Dubai for 11 Months of experience in reputed Healthcare Companies. Eager to provide Professionals, Hospitals and its customers with the best solutions for sustained improvements in performance and profitability.

Experience

Kyra care Clinic, Dubai [UAE]
Admin cum Customer Service Assistant - February, 2022 – November, 2022.

- Handling both incoming and Outgoing calls; taking messages and re-directing calls as required and Dealing with email enquiries.
- Diary management and arranging appointments by online bookings (Front End and Back end) through websites.
- Possibly maintaining the company social media accounts
- Providing administration support to Sales Reps and Senior Management.
- Handling Inventory stock and Creating Invoices via Tally ERP.9.

AGS Health care, Chennai[India]
Senior Process Executive at L2 - May, 2023 – September, 2024

- To address outstanding or assigned AR through analysis and phone calls by using available resources.
- Utilization of all possible tools and applications available to take account to the next level of resolution, which would result in a payment, corrected submission, appeals, patient transfer or adjustment.
- To report trends / patterns in denials, claim submission errors, credentialing issues and billing related roadblocks to the immediate reporting manager.
- To meet the established SLAs (service level agreements) for production and quality
- To update the outcome of the calls or analysis in a clear and coherent manner in the billing system
- To utilize the P & Ps (policies and procedures) established for the process and also stay updated with changes done with the P & Ps
- To improve the performance based on the feedback provided by the reporting manager / quality audit team.

Contact Details



Chennai, Tamil nadu



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Technical Skills

- ✓ C,C++
- ✓ Database Management
- ✓ MS Word, Excel, Outlook
- ✓ System Operator

Linguistic Proficiency

- ✓ English
- ✓ Hindi
- ✓ Marathi
- ✓ Tamil
- ✓ Telugu

Personal Details:

Gender : Female

Nationality : Indian

Marital Status : Married

Passport Num : AA814729

Visa Status : Visit

Access Health Care, Chennai [India]

**Senior Client Partner (US voice process) – December, 2020-
January, 2022.**

- Accurately process medical claims transactions including
- Posting of Patient demographic details
- Processing Payment Posting transactions in the revenue cycle software provided by the customer
- Strive to achieve the productivity standards
- Adhere to customer provided turnaround time requirements
- Actively participate in all training activities from Induction training, Client specific training, and refresher training on billing and compliance
- Possess strong ability to understand the impact of the process on customer KPIs.

Cognizant Technology Solutions [India]

**Senior Customer Support Executive – September, 2018 –
November, 2020.**

- Handling both Inbound and Outbound Calls in order to get Claim status for Medical Records.
- Requesting for Invoice from Providers.
- Requesting for Authorization documents from Clients.
- Updating patient demographics.
- Maintaining Quality Scores and Production Targets, Achieving SLA on Monthly basis.
- Submitting Minutes of Minutes and Team Reports .
- Assisting Colleagues whenever necessary.
- Maintaining Employee Records and Follow-up on that reports.
- Fluent in MS-office tools.
- Scheduling interviews for the applicants.

HCL Technologies Ltd, Chennai [India]

AR Caller – July, 2017 – June, 2018.

- Handling Outbound calls for the patient Claims related to DME products to Federal Insurances, Checking status through websites.
- Handling MS-office Tools.
- Maintaining Patient records Confidential
- Preparing charge Entries and Adjusting claims based on the details.
- Handling Appeals for the Claim denials.

Certifications:

Certified (Institute) in Medical Coding in 2023 from Resolve Medical Career (Chennai, India).

Certified in Manual and Automation testing from 2020-2021



Education:

Graduation : SRM Arts and Science College, [2014-2017]

Course : B.sc Computer Science- 64.75%

Place : Chennai, India

High School : Sitadevi Garodia Hindu Vidyalaya School [2012-2014]

Group : Commerce, Accounts with Computer science – 75%

Place : Chennai, India

Schooling : DR. SRK. English Medium School

School : upto 10th – 83%

Place : Andhra Pradesh, India

