Manimaran. M

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Address:

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**CAREER OBJECTIVE**

Enthusiastic and quick learning team player with 7 years of experience in healthcare environment intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential.

**RELEVANT EXPERIENCE**

**NTT Data Services from July 2018 till date:**

**Process and Communication Trainer:**

1. Training New hire on the US Healthcare foundation.
2. Provide 2nd level foundation training for the Payer Processing.
3. Auditing and Monitoring the Operation activities.
4. Identifying the gaps in the process and provide support to operation for streamlining the process.
5. Conducting monthly Brain storming session (K- Street).
6. Collating Dashboard Data.
7. Conducting monthly meeting with Operation.
8. Maintaining Monthly reports.

Tools Used:

* ACE software to update follow ups and generate daily reports
* Microsoft Forms.
* Catalys.

**Cognizant Technology Solutions from Jan 2015 – Apr 2018**

**Project: Change Healthcare**

 Change Healthcare (known as Emdeon before rebranding in 2015) is a provider of revenue and payment cycle management and clinical [information exchange](https://en.wikipedia.org/wiki/Information_exchange) [solutions](https://en.wikipedia.org/wiki/Solution), connecting payers, providers, and patients in the [U.S. healthcare system](https://en.wikipedia.org/wiki/Health_care_in_the_United_States). The company operates the largest financial and administrative information exchange in the United States.

1. Project Implementation Specialist for setting up the patient statements account for Change Healthcare clients.
2. Generate credentials for the clients and setting up the path (FTP/SFTP) in Toledo and Memphis servers.
3. Intermediate between US providers and IT mapping team.
4. Uploading client information in the servers and tracking the raw files which client transmit.
5. Generating daily reports to monitor the statement files.
6. Daily communication with the clients and software vendors through call/email.
7. Assist team members with regards to process and providing knowledge on overall RCM and the healthcare concepts to the team members.
8. Need provide Trainings to the providers on electronic claim submission.
9. Worked on claims rejection.
10. Worked as an AR caller for medical providers to resolve the claims issues.

Tools Used:

* Siebel software to update the project information on daily basis.
* Toledo and Memphis servers to setup the client account and generate reports.
* Xnet and Document Archive websites to track live statements status.
* Studio 2/3 in both CERT and PROD environment to setup patient letters.

**IV Support Technologies from Dec 2012 to Dec 2013**

1. Frequent follow up with US payers through call and thorough analysis on claims.
2. Excellent in denial management and weekly calls with the clients.
3. Assisted new joiners on the process.
4. Assisted the Team Lead in preparing decks and reports.
5. Worked as an AR caller for medical providers to resolve the claims issues.
6. Follow ups on claims status and denial management.
7. Physician and Hospital Billing.

Tools Used:

* Centricity software to update follow ups and generate daily reports
* Microsoft Excel for daily reports and PPT for weekly decks.

**Area of Expertise**

* Excellent knowledge in Siebel and Filezilla software.
* Excellent knowledge in Globalscape, and other tools in Toledo and Memphis servers.
* Good knowledge in ORACLE SQL.
* Good knowledge in Studio 2/3 in both CERT and PROD environments.
* Adequate experience in customer service part.
* Expert in patient statements setup with clearing house.
* Excellent in denial management and clearing house rejections.
* Excellent in handling all kinds of denials and provider’s issue.
* Ability to run the reports to maintain the SLAs and team productivity.

**Achievements**

1. Cognizant certified professional for having successfully completed the Revenue Cycle Management for Practitioners on 01/09/2017 in CTS.
2. Received a lot of promoters and customer appreciations in CTS and as well as in IV Support Technologies.

**Personal Skills**

1. Comprehensive problem solving abilities, good flexibility and communication skills, ability to deal with people diplomatically, very patient and willingness to learn new concepts.
2. Key player in the team.
3. Advanced excel VBA and power query.
4. Power BI.

**Personal Details**

Name : Manimaran. M

Date of Birth : 31/08/1988

Age : 30

Marital Status : Single

Languages known : English, Tamil,

Declaration

I hereby declare that all the details furnished above are true to my knowledge.

Place: Chennai Manimaran. M