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|  ANISH LAHIRI, CPC* VISA Status: Active US B1/B2 visa
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***OBJECTIVE***A suitable position in the Training/Project Management/Service Delivery/Operations/Customer Support domain in a corporate dealing in outsourced processes, both international and domestic; healthcare revenue cycle management; medical transcription/coding/billing; various types of outsourced data-based processes; outsourced insurance-related processes; business accounts, etc.***STRENGTHS**** **Total Experience:** Having 23+ years’ experience in the KPO/BPO (non-voice (primarily)/voice) domain, primarily into healthcare outsourcing, including medical transcription, medical coding, medical billing, AR and denial management, Customer Service (B2B US Healthcare Insurance / Payer side), in a 24 x 7 environment.
* **Management Experience:** Thorough management experience in organizational and business leadership. Project management, Service Delivery and Operations are the focus area of work. Having great exposure in Transition Management for a few projects.
* **Certification:** CPCcertification from AAPC (American Association of Professional Coders).
* **People Management:** Enjoy people management/engagement activities and advocates best practices for people engagement in order to get the best out of an individual and team. Belief in people management as a core competence and not ancillary; and daily learning and tackling different situations in this area is both a challenge and fun.
* **Six Sigma Green Belt Trained**: In-house training @ Hexaware BPS (erstwhile Caliber Point Business Solutions Ltd). In-house training in Lean and completing Lean project in 2019 @ Wipro. Successfully completed in-house certification program in Transition Management @ Wipro in 2019.
* **Quality & Security:** Ensuring healthcare processes follows HIPAA standard. Quarterly HIPAA assessments conducted as mandated. Understanding of HITECH modalities, if needed to be implemented on a specific process. Fair knowledge and understanding of ISO 9001:2008. Have been part of task group for internal and external audit on ISO and CMMI. Have been the SPOC from Operations and Training for preparation of documents as part of checklist and presentation on CMMI audit. As part of training, ensuring some of the mandatory compliance training such as RMAC/COBC, Floor Policy, Training & Awareness, Enterprise Risk Management (ERM) are undertaken during New Hire training is conducted and understood by all.
* **Leadership Ideology:** A team leader who motivates the team with objective goals, and always brings in energy and enthusiasm in a team and help them achieve their full potential and thereby realizing the goal set – making the company successful in its venture. Always open to new ideas, continuous learning, and creating an organized structure within the process to optimize the resources and increase the revenue for the company. Meeting client SLA, retention of client, effective communication with client are some of the forte.

***PROFESSIONAL EXPERIENCE**** **Wipro Limited (BPS division), Kolkata, West Bengal**

Manager – Talent Transformation (Training) – May 2019 – Till now* + Management of Trainers, both Process and Communication Trainers and ensuring that each trainer is aligned with ongoing training batches, following all basic training hygiene, measuring their performance and training delivery, and checking that their skills are updated and they undergo continuous training via various open learning platform
	+ Ensuring all Training Delivery curriculum are updated basis inputs from client and operations team and incorporating them during imparting training. Calibration of trainers too is done on a regular basis
	+ Ensuring Training Throughput and End-To-End Throughput remains consistent and remains above 90% for all batches
	+ TNI and TNA remains a highly focused area to bring continuous change to Training content and methodology of delivery
	+ Creating and updating various SOPs – ILT Training SOP, OJT SOP, etc.
	+ Measuring and analyzing all data pertaining to training and representing them in a dashboard, including new hire performances. Data pertaining to Training Pipeline, Throughputs, NH Quality, Training Effectiveness, Trainer Performance Score, etc., are tracked and measured on a weekly basis.
	+ Utilizing various tools and technology for training impartment and assessment
	+ Ensuring Talent Transformation led initiatives are rolled out for employee skill set upgradation and learning
	+ Being a part of various QBR and MBR and represent Training teams contribution towards improving
	+ BVM projects identification and drive from revenue, quality, effectiveness perspective

**Direct reportees:** 3 AMs, 17 Process Trainers, & 5 Communication Trainers**Total reportees:** 25**Reporting Into:** Sr. Manager – Talent Transformation (Training)* **Wipro Limited (BPS division), Kolkata, West Bengal**

Manager – Operations – March 2017 – April 2019* **Project Managed: B2B Customer Service of an US Healthcare Payer (Insurance) organization which is among the top 5 organizations in the Fortune 500 list**
	+ Project involves providing B2B customer services to various providers (hospitals, doctor’s office, clinics, etc.)
	+ Customer service includes providing necessary resolutions pertaining to various queries regarding policies of provider’s clients (individual patients/members, employer group, etc.) and ranges from benefits, eligibility, complete claim processing status., etc.
	+ Been a part of Due Diligence Team and visited various client sites within US in 2017 & Dhaka, Bangladesh in 2019. Both transitions were for different line of business, but from US Healthcare domain. During due diligence I have been a part of several client discussions, preparing various NAQs (questionnaires), process harmonization chart, liasioning with other Managers of the Due Diligence team to prepare various presentations and charts.

**Primary Functions:*** Driving personal span as well as overall project to ensure meeting CPMs like AHT, UES (CSAT survey), NPS, MSI audits (customer centricity), Quality, Shrinkage, Adherence, Attrition, etc., by maintaining and measuring goals and targets of personal span
* Strategic decision making along with reporting manager and other managers of the project alignment based on analysis of business drivers like call volume, capacity planning, & P&L
* Reporting of month-end reports like agent stack, supervisor stack, QA stack
* Bi-monthly governance calls with client to discuss the overall health of the project
* Ensuring new hire OJTs are conducted in a seamless manner
* As a SPOC, driving the continuous learning program/courses assigned to projects
* Conducting several employee engagement activities
* Liaisoning with HRSS team, Training team, corporate quality and assurance team pertaining to various organizational requirements
* At an organization level, to drive Wipro’s tenets and ensuring skilling up of employees including self

**Direct reportees:** 2 AM, 4 TLs, & 3 SMEs**Total reportees:** 110+ FTEs**Reporting Into:** Sr. Manager – Operations* **Nath Outsourcing Solutions Pvt. Ltd., Mohali (Chandigarh), Punjab (Captive Unit of Nath Holdings, Louisiana and Nath Healthcare Business Solutions, Texas; Business – US healthcare provider side of business).**

Senior Manager – Operations – October 2016 – February 2017* **Processes Managed: End-to-End RCM Projects**

**Primary Functions:*** Streamlining workflow and improving the business process
* Creation of dashboard reporting system
* Ensuring metrics, checks and measures across all clients are in place and monitored correctly
* Managing SLAs, KRAs, capacity planning, etc.
* Creation and analysis of various reports – AR Aging, Denials, Month-end reports, Scorecards, etc.
* Managing the Demo/Charge Entry and Payment posting teams through in-line leaders
* In process of setting up in-house medical coding and stop outsourcing to vendor
* Managing various clients across 3 PMS (Practice Management Software) platforms
* Processes included Radiology billing, Lab Billing, Physician Billing, and Hospital Billing

**Direct reportees:** 3 AMs & 3 TLs**Total reportees:** 95 FTEs (40 Demo/CE, 30 PP, 25 AR)**Reporting Into:** Director - Operations * **Hexaware Technologies Ltd., Navi Mumbai, Maharashtra (erstwhile Caliber Point Business Solutions Ltd.) (Business – Outsourcing verticals include Healthcare, Non-healthcare, F&A, F&O, HRO, and Education).**

Process Manager – Operations - December 2010 – October 2016* **Processes Managed:**
* **Medical Billing & AR (onsite US & Mexico)**
* Worked as onsite manager in Mexico for a hospital billing project for 3 months [May (in US) & June – August’16]
* Primarily the project was into account receivable and includes, closures, denial management, coding review and correction, appeals, and analysis
* Objective effort to reduce aging of claims under various disposition buckets and ensuring qualitative resolution of claims with minimal touches
* Working on accounts of various group hospitals to reduce their AR aging of contracted dollar value.
* Working on coding denials and creating ready reckoner for agents to refer and provide coding resolution
* Setting up of delivery for Mexico center, including recruitment, coordinating training for resources, creating and setting up of various monitoring metrics, and various internal reporting metrics
* Weekly governance call with client and internal weekly and monthly review with management
* **Medical Coding & Billing:**
	+ **US region** – total of **4 projects** handled so far. Coding specialties managed includes, radiology, Ob-Gyn, E&M, Urology, etc. Types of coding include ICD, CPT, and HCPCS.

Ambulance Billing: Medical billing task types in the processes include charge entry (PCR entry), eligibility verification, submission, rejections, payment posting, coding denial analysis, etc. In addition to service delivery, have supervised in-house training of medical coders, liasioning with pre-sales/sales team on RFI/RFP/Proposal Decks, liasioning with transition team during process offshoring, etc.* + **ME region (Abu Dhabi & Dubai) projects** – Various one-time projects, including Hospital Procedure code to CPT mapping, Auditing of claims for TPAs and Hospitals, etc.
* **LTC (Long term care) Prescription Database management project with one of the largest pharmaceutical supply and solutioning organization in US -** Providing visual transcription and prescription database management services to one of the largest pharmaceutical supply services organization
* **Pharma (Lifescience) Marketing Survey process is in partnership with IMS Health, the second largest organization in this LOB.** These were data as well as blended (calling and data) processes – a total of 8 processes in the project were reporting into me.
* **Client Application Support (L2) project – A small project wherein second level support is provided to a large construction engineering company for various applications.** Chat and voice both utilized as mode of communication with client employees for helping them out with various application setup and support.

**Primary Functions:** * Ensure Adherence To client SLAs like Process Quality/Volume/TAT
* Managing process level / account P&L
* Review Calibration Results And Ensure Reduction Of Variation
* Act as a point of contact for Quality and Productivity With Both Internal and External stakeholders
* Transition of new processes and projects (working alongside transition team)
* Improvement of CSAT Scores. Ensure Customer Complaint Management Process is followed as per organization's QMS guidelines
* Report generation and analysis (ARM grid, Sigma Accuracy and TAT, Production Metrics, Monthly Report, Senior Process Management Report, Governance dashboard, FTE/Transactional Billing, etc.)
* Assist The Management Team To Review Process FMEA's At Regular Intervals
* Work with team in Risk Management & Mitigation process
* Review and update Process Documents, templates and records
* Participate in Various Process & Compliance Audits
* Mentor and ensure TLs/Sr. TLs/AMs to grow professionally as next-in line leaders
* Work in tandem with team to provide value-adds to the customers and also to their end customers
* Work along with Tools and Technology team for creating automation tools for improving service deliveries
* Conduct weekly/monthly review meetings with team
* Regular Communication and Conduct Governance Calls With Client For Effective Delivery
* Preparing VPA (Variable Pay) Data for Band I and II Employees for processes and collating it for Functional Head’s World

 **Direct reportees:** 4 -- 1 AM, 3 TLs**Total reportees:** Ranges between 150 – 200 FTEs**Reporting Into:** Functional Head / Center Head **Achievements:** 1. Reducing efforts in some projects via identifying and implementing automation, especially in medical coding projects
2. Been a part of 3 transition processes as part of operations and helped transition team to make seamless transition and knowledge transfer
3. Implemented policies for medical coders as a measure to curb attrition.
4. Created and executed the implementation of internal medical coding training without utilization of external trainers and thereby reducing overall cost of training and hiring and to meet aggressive ramp-ups, taking up short-term projects, and mitigate attrition
5. Within a span of year increasing the productivity by 2 times in one of the coding projects by coordinating with tech team to develop a work allocation platform and by optimum benchmarking of the internal targets.
* **Tandon Advance Devices Pvt. Ltd. (TISBPO), Mumbai, a part of Tandon Group, currently known as Infinx Healthcare (Business – Medical Transcription, Healthcare RCM, Data Processing including health claims, indexing, and account payable)**

**Transcription Process was in partnership with Radnet, Inc.**Manager Service Delivery and Quality – July 2009 – November 2010**Processes:**Radiology Transcription (2 processes)**Primary Functions:*** Building up a team, which closely adheres to client goals and specifications
* Implementing the quality process for all stages
* Analyzing the errors, trending, and implementing followup action plans to minimize the errors
* Increasing the volume through periodic ramp-ups
* Processing and analyzing the client billing
* Complete responsibility of process P&L
* Optimizing the team strength with regards to productivity
* Working in tandem with software team to develop and make continuous and necessary changes to the transcription software platform (MS Sharepoint and one more customized software)
* Being part of the task force which worked towards standardizing processes, auditing, and making continual improvement, and finally implementing QMS for various processes and the organization being awarded ISO 9001:2008 certification.
* Transitioned one additional transcription project during the tenure
* Built up project from 10 FTEs to 100 FTEs

**Direct Reportees:** 2 (1 TL and 1 Group Leader)**Total Reportees:** 100**Reporting Into:** Head-BPO**Achievements:**1. Built up entire radiology transcription team which was a startup, handled transition, account billing, and within a year brought the project into positive margin.
2. Shift rostering to provide client with resources across all shifts and thus creating a 24x7 operation and thereby increasing the volume and effectively increasing transactional billing.

 * **Medusind Solutions (I) Pvt. Ltd., Mumbai (Business – Medical Transcription, US Healthcare RCM)**

**Transcription Process is in partnership with Precyse Solutions Inc.**Deputy Manager – Jan 2009 – June 2009Assistant Manager – 2008 – 2009Account Quality Specialist (Team Lead) 2006 – 2008Senior QA2 – 2004 – 2006***R&R: Adjudged Project Manager Of The Quarter – October 2008 – December 2008*****Primary functions:*** Maintaining the Quality of transcripts processed by the team.
* Preparing and analyzing overall quality data – vendor and inhouse and doing periodical error trending analysis
* Identifying training requirements of team members. Preparing PPTs towards any training that needs to be conducted with regards to English language or medical terminologies.
* Reporting to the Operations Manager on Team performance, requirements, sharing issues and problems, and discussing possible solutions.
* Client Management/Relationship: Conducting and attending U.S. client calls on weekly basis and discussing issues, requirements, client concerns, strategizing on quality and productivity, scheduling ramp up (transition of accounts), and setting targets over a time period.
* Vendor Management/Relationship: Conducting and attending vendor calls to discuss issues related to quality, TAT, and productivity. Addressing issues raised by the client and actions that needs to be taken thereof. Updating the vendor on any changes that has been incorporated by client(s).
* Taking an active role in discussions and meetings, sharing ideas in charting out new policies or changes as and when needed, helping senior management in providing data/suggestions/point of view to improve and streamlining the process.

**Other functions:**A. Operational issues related to preparing staff roster, capacity planning, productivity, managing workflow of jobs, analyzing volume of work, etc.B. Team building activities which will foster both independence and cohesive productive team environment.C. Implementing strategic objectives to ensure achievement of productivity, quality, and overall client satisfaction.**Reportees:** 3 TLs, 10 SMEs, & 180 FTEs (MT+QA+QA2s). Additionally, vendor SPOCs (total nos. 5) * **HeartlandDelhi Transcription & Services Pvt Ltd., New Delhi (Business – Medical Transcription),** the Indian counterpart of Heartland Information and Consultancy Services, Inc., Toledo, Ohio, USA.

**Division Lead (Team Lead) -- September 1999 to December 2003.****Primary functions:*** Managing a transcription production floor and a division of approximately 35 individuals (MTs/QAs).
* Monitoring TAT and Auditing Transcription Documents. Preparing data and analyzing the same.
* Providing qualitative feedback to the medical transcriptionist and QAs within my group and ensuring that necessary steps are taken to improve overall quality.
* Monthly performance review and discussion with managers. Target setting for individuals in my group.
* Monitoring the grooming and bringing up of new recruits to the company’s standards was done as and when required.
* Conducted quite a few training sessions for continuing education and enhancement of knowledge for the MT/QA.

 * **Selectronics Equipment and Services Pvt. Ltd., New Delhi**

QA and then QA2 **–** January 1998 to August 1999. Underwent QA training from the trainers from HICS (Heartland Information and Consultancy Services Inc., Toledo, Ohio, USA). **Adjudged best QA twice within this tenure.** **Received certification for the quality of transcription from Heartland (Selectronics was the vendor company).*** **Qualiscribe Pvt Ltd, Kolkata**

Trainee Medical Transcriptionist/later as Medical Transcriptionist – September 1996 to December 1997. Underwent 6-month OJT training (**Medical Terminology**, **English Language skills, Grammar & Punctuation**, **Understanding Various Accents**, and **Transcription-related skills**). Worked as a transcriptionist after undergoing the training.***CORPORATE TRAINING UNDERGONE**** A 2-day program on Team Building by corporate trainer (in 2008).
* A 3-day program on Leadership Training by corporate trainer (in 2009).

***EDUCATIONAL QUALIFICATION**** Graduated from University of Calcutta in 1996
* CPC certification from AAPC in January 2014
* Passed ISC (10+2) from The Future Foundation School, Calcutta, 1993
* Passed ICSE from St Joseph & Mary's School, Calcutta, 1991

***PASSPORT STATUS***Validity of Indian Passport till 2027***VISA STATUS**** US B1/B2 visa valid till 2026

***PERSONAL*****DATE OF BIRTH:**                November 24, 1974 **SEX:**                         Male **FATHER'S NAME:**               Late Mr. H. Lahiri **MARITAL STATUS:**             Married | s |  |  |
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