



# Nelama Danish

## Medical Billing Quality Control Specialist

Always excited about a new opportunity and starting a new venture. I have local and International exposure in Managing multiple industries and love working with people. I am bilingual one who have excellent command over multiple languages including English. I love to learn and share knowledge, I am an excellent trainer, Administrator, detail oriented, fast learner and have a passion for knowledge. I adapt easily and I am a people's person.

## Contact

Phone # 70216064

Email  
Nelly.ozzy2020@gmail.com

## Education

2009  
**Computer Science**  
St.Paul's English high school

2012  
**Pre-engineering**  
St.Joseph College

2014  
**B.COM**  
St.Joseph College

## Expertise

- Microsoft office
- Kareo
- AdvenceMD
- E-clinicals
- Criterions
- Simple Practice
- Virtual Front desk
- Medical/mental authorization
- Eligibility Specialist
- Quality control
- AR Follow up
- Client Coordination

## Languages

English  
Urdu/Hindi

## Experience

### ○ 2018- Present

Avernus Management Consultancy

**Account Manager (Rewarded Best manager award)**

\*As an Account Manager I handled and managed all of the office customers and financial affairs and billings as:

\*contriving, guiding, organizing and monitoring all services which were generally rendered in a clinic or doctor's office.

\*Managed provider/patient communication verbal or written.

\*Handled patients' medications, Pre-Authorizations, hospital admissions, lab results, lab appointments etc.

\*Handled Payment collection & kept close communication with the billing office to ensure proper payment posting.

\*Looked after provider's Credentialing process with the Insurance Companies.

\*Prepared appeal letters for patients medication issues, referral letters to other specialists & took care of the establishment's licensing, renewal, new licenses, etc.

\*Handled all the legal & business aspects of provider's relocation from one state to another.

### ○ 2015-2017

Arthur Lawrence

Operations Team Leader (Rewarded exceptional resource award)

- Leading and facilitating team in order to ensure smooth delivery of tasks as per benchmark.
- Supervise, prioritizes and delegates job duties to agents, including daily and special tasks.
- Follow up on denied claims from all commercial and contracted payers.
- Follow-up on all outstanding patient account balances at 60, 90 and 120-days from the date of service in accordance with practice protocol with an emphasis on maximizing practice profitability using the A/R aged reports.
- Thoroughly investigates denied claims to ensure timely and proper follow-up for addressing denials including assigning them to appropriate SEC providers as well as coordinating with the insurance claims representative and SEC collection specialists/charge posters to complete the research to support the claim review and to determine and execute the appropriate course of action for resubmission of the claims to obtain reimbursement.
- Categorizes denials based on root cause findings and distributes reports and metrics to applicable management and teams
- Performs other miscellaneous job-related duties as assigned, i.e. Reporting, etc.
- Adherence to additional tasks/assignments, as directed by Supervisor/line Manager/Client.
- Maintain daily/monthly/weekly Quality Reports and Error logs.
- Expertise with policies, CMS guidelines, Specialty related Coding, HIPAA guidelines/regulations

# Experience

## ○ 2013-2015

Sybrid- Lakson Group of Companies (Rewarded Best Employee of the Year award Twice)

Virtual Receptionist

Tasks Included:

- Taking care of calls coming in for doctors' offices located in USA.
- Catering to messages and medicine requests over the phone and passing them onto the doctor's staff located at the on-shore USA office.
- Confirming appointments for patient coming in to see the doctor.
- Tactfully and effectively deal with patients with mental disabilities and conditions.
- Gave 97% quality on over 200 calls taken daily.
- Training new agents to take calls and comply with all quality measures.
- Took care of day to day tasks assigned by the on-shore doctor's staff.

## ○ 2010-2012

H-Tech Solutions (Complaint Center 1339) (Rewarded Best employee Award)

Virtual Receptionist

Tasks Included:

- Taking care of calls coming in from all citizens of Karachi.
- Catering the complaint logged by the citizen regarding KMC concerns and following up on those later by sending in system reminder to the relevant department for getting the issue resolved.
- Confirming from the relevant department about the complaint solved and calling back the customer for feedback.
- Tactfully and effectively deal with angry citizens if the complaint was not resolved in timely manner.
- Gave 97% quality on over 200 calls taken daily.
- Training new agents to take calls and comply with all quality measures.
- Took care of day to day tasks assigned by the management and after 6 month of joining was promoted as Team Leader and awarded the best resource award.

---

## Reference

Reference will be served upon request