

# SANTHOSH MOHAN

## SENIOR CLIENT SPECIALIST (ASST TEAM LEAD)

### CONTACT

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### SKILLS

- Revenue cycle management
- Denial management
- Team Management
- Client handling
- Process training
- Quality audit
- Reports preparation
- Client interaction
- Medical billing
- Microsoft Excel
- Eligibility
- Authorization
- Multitasking
- Planning skills
- Communication
- Customer service

### LANGUAGES

- English (Fluent)
- Tamil

### CERTIFICATIONS

- Certification in programming language c++,.Net and SQL



### PROFILE

Dynamic Senior Client Specialist with proven expertise in revenue cycle management. Skilled in denial management and team leadership, I enhanced claim resolution rates through effective client interaction and process training. Committed to quality audits and preparing insightful reports to drive operational excellence



### WORK EXPERIENCE

#### Senior Client Specialist ( ASST TEAM LEAD)

Access Healthcare Private Limited, Chennai

March 2020-June 2025

- Oversee daily operations which ensure daily production targets are met by the team, along with the Quality audit feedback.
- Provided manager with daily and monthly target achievement and quality score updates.
- Led discussions on team production and quality audit feedback during daily meetings.
- Update the leave roaster for the team and also forward the shrinkage report to the lead.
- Assigned accounts to team members according to aging and priority claims from reports.
- Participated in daily client calls to address specific requirements and ad hoc requests.
- Resolved billing discrepancies and discussed performance metrics with clients.
- Handled KPI and monthly reports customized for client requirements.
- Collaborated with client-specific emails to provide necessary information.
- Tracked team metrics to ensure alignment with KPIs and SLA requirements.
- Trained new team members in billing processes, tools, and systems.
- Conducted on-the-job training for new team members.
- Provide ongoing training and support to the team members to enhance their skills and knowledge.
- Drafted comprehensive SOPs tailored to sub-client requirements based on client updates.
- Preparing Adhoc reports as per the client requirements.
- Collaborated with the quality team to assess and enhance team quality performance.

#### Junior Account Executive

Miramed Ajuba, Chennai

August 2017-September 2018

- Contacted insurance companies and patients to inquire about unpaid claims status.
- Initiated outbound calls to insurance companies to follow up on outstanding medical claims, resulting in a 15% increase in claim resolution rate.



- Resolved complex billing discrepancies by collaborating with insurance companies and patients to ensure accurate reimbursement.
- Maintained comprehensive records of claim follow-up activities using Billing Software.
- Provided exceptional customer service by effectively explaining billing statements and payment options to patients.
- Analyzed aging reports to identify top denial reasons and underpayments, contributing to a 10% reduction in days in A/R.

## **ASSOCIATE**

### **Enoah Isolution Private Limited**

October 2015-July 2017

- Verified the patient's insurance coverage and benefits by contacting the insurance company through phone, online portals, or clearinghouses.
- Once the information is received, review it carefully to confirm coverage details, co-pays, deductibles, and any pre-authorization requirements.
- Entered the verified information into the healthcare provider's billing system to ensure accurate claim submission.
- Initiated outbound calls to insurance companies to follow up on outstanding medical claims, resulting in a 15% increase in claim resolution rate."



### **Ramanujar Engineering College at Chennai**

Bachelor Of Engineering in Computer Science May 2014

### **Sri RKM Higher Secondary School at Chennai**

High School Diploma in  
Science June 2010