

# ANANTHA LAKSHMI

BC – 14 B, EAST SHALIMAR BAGH,

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## PROFESSIONAL SNAPSHOT

- Executive thought leader in Commercial claims, Case Management, Underwriting & Hospital Networking (Empanelment Tariff Negotiation), Client Servicing, analytics in insurance operations managements and Health Care Domain
- Manage full cycle of Commercial Claims and Underwriting Analytics for high-cost claims
- Lead Customer Due diligence, cost controls, cost controls, compliance monitoring to arrest fraudulent payments and claims
- Adapt in managing challenging stake holders and lead concurrent projects across geographies

## BUSSINES PROFILE & VALUE

A Result oriented Operations leader and proven track record of optimizing business by implementing claims cost controls, loss cost analytics process excellence according to assurance framework.

Functional Expertise	: Claims and Compliance management for customers, cost controls and educing Claims leakage
Strategic Contribution	: Persistent strategic delivery of extraordinary results in growth of revenue, claims Accuracy, portfolio performance and profitability
Respect & Credibility	: influence outcomes beyond own functional area with credibility
Value Champion	: Consistent performance with high levels of integrity and values.

## AREAS OF EXPERTISE

<b>Claims Management</b>	<b>Customer Due Diligence</b>	<b>Claims Grievances</b>	<b>Operational Excellence</b>
<b>Sanctions &amp; Payment</b>	<b>Cost Management</b>	<b>Client Service Management</b>	

## PROFESSIONAL HIGHLIGHTS

Presently working in Volo Health TPA Service Limited as Senior Manager Claims from 27th May 2024 to till date

### Job Responsibility

Working has a Senior Claims handling corporate group.

Worked in Care Health Insurance Company Ltd, Manager Claims from March 2019 to 3rd May 2024

### Job Responsibility

Presently working as a Claims Manager for Client Service Department, processing the claim without any escalation after the quality checking – ICD coding/Billing/Banking Details

Worked in Networking Hospital Manager

Worked in Grievance at underwriting handling to Reprocess of Rejected Claims (Retail & Group Policy), Customer care escalation & grievance handling for Rejection cases

Worked in Case Management team, Oversee, analyses, manage claims & cost controls at Hospital Insurance desk. Ensure that the project team understands all aspects relating to their respective responsibilities and demonstrate a thorough understanding of the same and organizational structure. Strategize profitability through claims tracking, Operational risk management, underwriting processes adherence, compliance reporting and assurance services.

Provide strategic through product features and ensure profitable up gradation of customers.

- Work on Claims reports/Dashboard and Regulatory Compliance for the project
- Ensure accuracy and timelines of payments of claims
- Meeting Adhoc MIS requirements & Data Analysis
- Provide quality trend analysis for management decision making
- Regular monthly claims reconciliation
- Monitoring project risks and scope creep to identify potential problems and proactively identifying solutions
- Managing client expectations by ensuring the delivery of the highest quality service
- Supporting customers query resolution

WORKED IN\_Max Bupa Insurance Company, Delhi as Asst Manager Claims, 9th Sept 2017 to 2nd March 2019

#### Job Responsibility

- Oversee, analyses, manage claims & cost controls at Hospital Insurance desk and client to process cashless/reimbursement claims hassle free
- Worked with sales team at hospital desk – Selling, Information giving related Policy products
- Meeting Adhoc MIS requirements & Data Analysis
- Regular monthly claims reconciliation
- Managing client expectations by ensuring the delivery of the highest quality service

WORKED IN\_Medanta The Medicity Hospital, Gurgaon, as Senior Executive (Finance) from March'2015 to 05<sup>th</sup> Sept'2017

#### Job Responsibility

- Establishment implementation and evaluated goals and objectives of the counseling, Admission and Bed allocation department
- Providing daily directions to team in areas planning, scheduling, documentation and patient care operations
- Provided the support to team members in respect of process and work knowledge.
- Auditing the financial reports generated daily report
- Coordinating the Billing Department and Floor Managers for patient delight.
- Planning, scheduling and documenting for the Patient care operations
- Responding to customer queries, patient care and assure the patient complaints are addressed.
- Meeting Ad-Hoc MIS requirements & Data Analysis

WORKED IN\_: E-Meditek TPA Services Ltd, as Asst. Manager for Cashless Department – Asst. Manager Cost Containment (Cashless Department) w.e.f August 2008 to Feb 2015

#### Job Responsibility

- Team Leading Cashless Assistant Manager - DEO Team
- Cashless - SAIL corporate & Cost controlling with the Cashless Department (Negotiation with Hospital for Higher Tariff /Procedure Charges) Pan India
- NSP Department –Negotiations with hospital for Tariff , Packages & Discount, Empanelment & De-Empanelment

- MIS – Preparing for Cashless TAT in Excel Sheet
- Tie Ups of Hospital, Diagnostic Center for Wellness Program & Pre Policy Health checkups
- Wellness Project for E Meditek Corporate & Retail card holders –Tie ups done with Beauty Parlors, Gyms, Weight Management, Chain Diagnostic Centre
- Organizing the camps on Health Checkups/Health Talks for Corporate Groups, Insurances Company.

#### Key Achievements and contributions

- Successfully achieving Cost Management for Cashless Claims
- Successfully achieved Chain Diagnostic/Hospital/Beauty Parlors/Gyms for wellness Programs
- Successfully achieved Health Camps for Corporate/Insurance Company

WORKED IN Mata Roop Rani Maggo & Mahindru Hospital in Uttam Nagar, Hospital In-charge for April'2008 to July 2008

- Administration Department In charge
- Managing and controlling the counseling and admission desk.
- Managing the surgical estimation and OT clearance.
- Training the new joiners.
- Compliance and adherence to the standards set by the hospital
- Responsible for updating training manuals and conducted training programs for regional operations
- Maintain all required data as per hospital requirements (FOS,NABH, Audit)

WORKED IN Khetarpal Hospital, Bali Nagar, as a Asst. Administration /TPA Manager 1997 to March 2008

Job Responsibility: Administration Department as Asst. Administrator Admin/TPA

- Management of Administration- Empanelment of the Hospital with Govt. & Pvt. Sectors, Corporate, Bank & etc. CGHS is also empaneled
- Managing the Staff Attendance, Salary Preparing of Staff, Duty Doctors & Visiting Consultants, solving their Problem related duties and etc.
- TPA desk In-charge – Coordination with our management, hospital doctor, visiting consultant to provide the best services to the clients of Insurance, Corporate through their TPA or credit facility according to their Company Norms & Conditions to take the best treatment.
- Managing and controlling the counseling and admission desk.
- Managing the surgical estimation and OT clearance.
- Training the new joiners.
- Compliance and adherence to the standards set by the hospital
- Responsible for updating training manuals and conducted training programs for regional operations
- Maintain all required data as per hospital requirements (FOS,NABH, Audit)

#### Personal Detail

Date of Birth	:	26 <sup>th</sup> August'1974
Designation	:	Manager Client Service
Educational Qualification	:	Graduate
Nationality	:	Indian
Professional Qualification	:	One year Diploma in computers]

Date :  
Place : New Delhi

(Anantha Lakshmi)

