



**Meekal Alex**

Email: [meegualex@gmail.com](mailto:meegualex@gmail.com)

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### **Experience Profile:**

**Transaction Analyst** with more than 2 years of experience in **Coordination of Benefits (COB)** in the field of Insurance, responsible for optimizing COB recovery efforts by identifying and investigating Client members for other insurance coverage. Coordinating with our providers and members to respond to and resolve incoming COB inquiries and appeals. Accurate and timely processing of COB claims, completing activity reports, communicating COB policies to internal and external sources, and supporting the recovery efforts of the department. Responsible for achieving departmental savings targets associated with coordination of benefits, which contributes to the overall organizational savings plan and medical loss ratio.

### **My skill areas include:**

Processing insurance claims, claim adjudications, requesting additional information from customers as well as physicians for settlement, co-ordination of benefits. Processing online claims and making claim settlement. Validating existence of claims, approving the claims based on the company policy and physicians notes etc. in a timely manner.

### **Professional Profile:**

**Transaction Analyst (METLIFE) CONDUENT (ACS-XEROX COMPANY), INFOPARK, Kochi, Kerala, India** From August 2017 to September 2019.

- Responds to providers, members, benefit managers, attorneys, other insurance company's phone calls and correspondence including but not limited to claim adjustments requests, appeals, corrected claims, timely filings and projects.
- Ensures that the amount paid by plans in dual coverage situations does not exceed 100 % of the total claim, to avoid duplicate payments.
- Investigates members for other insurance through phone calls, questionnaires, provider inquiries and claims in order to optimize savings to the Company.

- Accurately processes COB claims in facets, including retractions, denials, repayments and secondary balances.
- Processes all departmental reports in an accurate and timely manner and reports findings to the team lead and manager.
- Participates in departmental meetings and assists in the development of workflow and process improvements.
- Identifies additional methods for increased recoveries through interactions with internal and external customers.
- Perform daily COB audits and respond to inquiries from other carriers, members, internal and external staff.
- Responsible for achieving departmental savings targets associated with coordination of benefits, which contributes to the overall organizational savings plan and medical loss ratio.

#### **Academic Profile:**

- **BSc Botany & Bio-Technology**, Marthoma College Of Science & Technology, Ayoor University of Kerala, (2013-2015)
- **Higher Secondary School Certificate**, G.H.S.S Sooranadu, University of Kerala (2012)

#### **Academic Project:**

- Project (BSc) : "Antimicrobial Activity of cocos Nucifera (Exocarp & Mesocarp Extract) against E-coli & Salmonella typhi".  
Organization: CEPCI Laboratory & Technical Division Kollam, Kerala.

#### **Technical / IT Skills:**

Basic IT skills Windows & MS-Office, Photoshop, Corel Draw, Tally.

#### **Certifications, Trainings & achievements:**

- Completed 10 months course MS Office and Tally at Smart Academy Kanyakumari.
- Completed 2 months course of Data Entry Training at ICDC Training Center Trivandrum
- Eighth rank for the National level Tandem Talent Test
- Got prizes in School Band team at State level.
- Participated in National Conference on "Recent trends In Bio-Science-Challenges & future prospects"

**Personal Traits:**

- Ability to perform multi-task and prioritize work.
- Verbal and written communication skills, organizational skills and customer service skills.
- Initiate for process improvement and have the ability to provide direction and feedback to co-workers.
- Hardworking and ability to work both as a team member and independently.
- Analytic and Pragmatic Decision-making.
- Honesty and Integrity in any work assigned.
- Always willing to learn and have always performed 'THE BEST' at work.

**Personal Info:**

Date of Birth : 27<sup>th</sup> May 1994.

Languages Proficiency : English, Hindi & Malayalam.

Marital status : Married

Nationality : Indian

Permanent Address : VattakattuKizhakkathil, Padinjattakizhakku, Sooranad PO, Kerala

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