

Dr. Mahesh R
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Contact No:9847302727
Cochin, India

Current Employer: Kerala State Cooperative Homeopathic Pharmacy Ltd (HOMCO)
Current Designation: Store superintendent.

OBJECTIVE:

Dedicated Health Insurance Manager with a proven track record of optimizing claims processing, enhancing customer satisfaction, and driving efficient communication between medical groups and insurance companies. Seeking a dynamic role in a customer-focused healthcare environment to leverage my exceptional communication, negotiation, and management skills.

PROFESSIONAL SUMMARY:

- Accomplished Health Insurance Manager with a comprehensive understanding of medical claims systems and proficiency in utilizing relevant computer programs.
- Demonstrated excellence in customer service, effectively managing challenging interactions to ensure positive outcomes.
- Strong communication skills, adept at liaising with medical groups, insurance companies, and customers to facilitate smooth claim processing and coverage determination
- In-depth knowledge of medical terminology, enabling accurate interpretation of medical reports and coverage assessments
- Skilled in mathematics and accounting, with a keen ability to apply financial principles to medical claims processing.
- Successfully handled international claims processing, particularly in the Gulf region.
- Proven expertise in negotiating insurance packages and resolving grievances with TPAs (Third Party Administrators).
- Instrumental in enrolling new insurance companies into hospital networks, expanding coverage options and enhancing revenue streams.

PROFESSIONAL EXPERIENCE:

Company: Kerala State Cooperative Homeopathic Pharmacy Ltd (HOMCO)

Role: Store superintendent

22 sept 2021 to present

Responsibilities:

- Managed stock registers for raw materials, packing materials, and finished Fostered and maintained relationships with doctors and customers across India.
- Supervised the sorting of medicines for efficient Addressed queries from medical officers promptly and effectively.
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Company: KIMS Hospital, Trivandrum

Role: Insurance Medical Officer

Jan 2021 to 21st sept 2021

Responsibilities:

- Collaborated on surgical package adjustments, ensuring mutually beneficial agreements.
- Cultivated strong relationships with insurance companies, fostering effective communication and streamlined processes.
- Engaged with patients to address inquiries and concerns, contributing to high levels of patient satisfaction.
- Proactively managed and resolved medical inquiries from insurance companies.
- Skillfully negotiated packages with insurance companies and TPAs, securing favorable terms that balanced the needs of both parties.
- Effectively resolved grievances with TPAs through proactive communication and structured problem-solving, resulting in enhanced partnerships and improved claim processing.
- Championed the successful enrollment of new insurance companies into hospital networks, expanding coverage options and bolstering revenue streams.
- Implemented patient feedback initiatives, significantly enhancing overall patient experience ratings.
- Coordinated cross-functional teams to improve interdepartmental collaboration, enhancing patient care delivery.

Company: Max Bupa, Cochin

Role: Insurance Medical Officer

Nov 2019 – Sep 2020

Responsibilities:

- Fostered and maintained collaborative relationships with the hospital, ensuring seamless communication and effective partnership.
- Addressed and resolved queries with the hospital pertaining to extended stays and deviations from agreed-upon packages, ensuring optimal patient care and cost management.
- Expertly processed claims, meticulously reviewing documentation to facilitate accurate and timely reimbursement.
- Contributed to process optimization efforts, resulting in improved claims processing efficiency.

Company: Vidal TPA, Cochin

Role: Medical Claims Officer (Pre-Auth)

Sep 2018 – Nov 2019

Responsibilities:

- Assessed appropriate coverage amounts for customers based on the performed procedures and their account coverage, ensuring accurate and fair claims processing.
- Established ongoing communication with medical facilities to validate the accuracy of submitted claims, ensuring adherence to quality standards.
- Conducted personalized meetings with customers, providing comprehensive explanations of claim outcomes and guiding them through the claims process.
- Researched and stayed updated on evolving medical processing laws and regulations at both state and federal levels, ensuring compliance and minimizing risks.
- Developed and delivered comprehensive training programs to onboard and educate new Medical Claims Processors, ensuring their proficiency in all job aspects.

- Organized and managed medical records and member files, ensuring proper maintenance, organization, and confidentiality.
- Proficiently processed international claims, specifically those from the Gulf region, navigating complexities to ensure accurate and timely reimbursement.

Company: Prakasham Homoeo Pharmacy, Kozhikode

Role: Pharmacy Officer

Jun 2016 - Jan 2017

Responsibilities:

- Prepared labels and filled prescriptions, accordingly, pre-packaging common homoeopathic medications that resulted in faster order completion.
- Trained new pharmacy technicians, ensuring customer service standards were adequately met.
- Provided outstanding customer service, building rapport that drove client retention.

Company: Trust Herbominerals Pvt Ltd, Cochin

Role: Pharmacy Officer

Jan 2014 - Jan 2016

Responsibility

- Efficiently prepared prescription labels and dispensed medications, including pre-packaging frequently prescribed homoeopathic remedies, optimizing order fulfillment speed.
- Implemented innovative system enhancements to elevate the precision of prescription filling.
- Maintained a dedicated drugs registry for effective inventory management and adherence to legal requirements.
- Conducted thorough reviews and provided approval for medications prepared by pharmacists.

Company: Medi Assist India TPA Pvt Ltd, Cochin

Role: Medical Claims Officer (RSBY)

Jul 2011 – Dec 2013

Responsibilities:

- Exhibited adept communication and negotiation skills when engaging with customers and vendors, fostering productive interactions.
- Expertly tackled challenges through systematic problem-solving and conducted comprehensive research to ensure optimal outcomes.
- Established and nurtured robust business relationships with medical providers, contributing to seamless claim processing and customer satisfaction.
- Collaborated seamlessly within the claims department and across cross-functional teams, promoting effective teamwork and knowledge sharing.
- Diligently conducted daily follow-ups on claims and correspondence, maintaining meticulous attention to detail.
- Fostered consistent communication with medical providers to clarify and resolve claim-related queries for accurate processing.

PROFESSIONAL TRAININGS:

- Successfully completed an 18-month training course for Homoeopathic Doctors with a stipend, serving as a Supervisor Trainee at Kerala State Homoeopathic Medicine Manufacturing Pharmacy (HOMCO), Alappuzha, from December 2009 to June 2011.
- Accomplished a comprehensive 6-month Training and Internship in Trichology at Richfeel Beauty Clinic, Bangalore, from January 2018 to August 2018.

ACADEMIC QUALIFICATIONS

Highest Degree	YEAR	BOARD / UNIVERSITY
BHMS (Bachelor of Homoeopathic Medicine and Surgery)	2004	Mahatma University

PERSONAL DETAILS

Father's Name: R. Ramakrishna Panicker

Date of Birth: 02-06-1980

Gender: Male

Marital Status: Married

Languages Known: English, Hindi, Malayalam, Tamil

DECLARATION

I affirm that the information provided above is accurate and true to the best of my knowledge and belief.

Date:

Place: Alappuzha

