

PRABHAKAR JHA

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Current Address- B-8, Noida Sector 74 2013107

Professional Summary

Skilled Healthcare Analyst with 3+ years in US medical billing at MNCs (e.g., Pacific Global – Access Healthcare). Expert in EPIC Resolute Professional Billing, Revenue Cycle Management, Eligibility Verification, Claim Edits, and Credit Balances. Certified in AI in Healthcare and Digital Transformation. Proven problem-solver who resolved 800+ claims monthly, boosting revenue recovery.

Academic Qualification

Standard	Board	% of marks	Year of passing	School/College
Higher Secondary	BSEB, Patna	69	2013	R.N.A.R Samastipur
Secondary	BSEB, Patna	61.6	2010	K.H.S Morsand

Work Experience

Pacific Global (An Access Healthcare company)

Senior Analyst

(Apr 2024- Present)

- Account Receivable
- Rejections
- Insurance Verification and Eligibility verification (EVBV)
- Calling experience to insurance companies
- Claim Edits
- Patient Review & Charge Review
- Medicare & Medicaid Appeals
- Epic Software Experience
Resolved

R1RCM Global Inc, Noida

Analyst (Credit Balance)

(Apr 2022- Sep 2023)

- Verified patient insurance coverage and insurance billing procedures.
- Insurance Eligibility
- Medicare & Medicaid Appeal.
- Coordination of Benefits.
- Insurance Refund
- Patient Refund
- Epic software

IDC Technologies, Noida

Operations Executive.

(Oct 2021-Apr 2022)

- Resolved queries of candidates and persuaded them to enrol in English proficiency tests for study, immigration, or permanent residency.
- Developed and implemented individualized treatment plans for clients based on their unique needs and goals.

Aegis Customer support Services Pvt Ltd., Noida

Customer Support Executive

(Mar 2017-Apr 2018)

- Created detailed customer profiles and maintained customer information in CRM systems.
- Managed customer retention efforts by addressing insurance policy-related inquiries.

Skills

- Epic Resolute Professional Billing
- Revenue Cycle Management
- Insurance Credit
- Microsoft Excel
- Ability to adopt and learn new technologies.
- Able to work in challenging environment
- Ability to Multitask

Declaration

I declare that here are all details given by me is true.

Prabhakar Jha