

PURVI NEGI

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PROFESSIONAL SUMMARY

Worked as Dynamic and detail-oriented Analyst. Proven expertise in utilizing decision-support tools to deliver high-quality resolutions. Knowledge of productivity tools such as Google Workspace. Dedicated to learn and leverage new knowledge to ensure effective project delivery. Recognized for excellent communication skills, teamwork, empathy and attention to detail.

SKILLS SUMMARY

Technical Skills: Basic Power BI, Excel, Microsoft Office Suite

Soft Skills: Empathy, Effective Communication, Detail-Oriented, Critical Thinking, Teamwork

WORK EXPERIENCE

Analyst | R1 RCM Inc. (Gurugram)

2024 August-Present

- Proactively followed up with US insurance providers to ascertain claim status.
- Identified root causes of claim denials and underpayments, implementing corrective actions in accordance with established policies.
- Prevented claim write-offs through timely and diligent follow-up processes.
- Contributed to projects focused on denials, appeals, and underpayments.
- Creating appeals after scrutinizing claims.
- Utilized Epic and the company's proprietary decision-support tool for efficient task completion.

Representative Operations | Concentrix Daksh Pvt. Ltd. (Gurugram)

2022 Oct – 2024 May

- Examine insurance claims, medical records, and billing information for accuracy and completeness.
 - Decide whether claims should be approved, denied, or adjusted based on policy terms and coverage.
 - Maintain detailed records of claim decisions, actions taken, and reasons for approval/denial.
 - Collaborate with healthcare providers, policyholders, and insurance representatives to gather necessary information.
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ACHIEVEMENTS

- Consistently maintained optimal Average Handle Time (AHT) on assigned accounts.
 - Frequently represented the team in client calibrations, effectively identifying emerging trends and addressing decision-making challenges.
 - Proven expertise in utilizing decision-support tools to deliver high-quality resolutions and insights.
 - Proactively resolved discrepancies by collaborating with the Quality team during policy disagreements.
 - Demonstrated expertise in performing root cause analysis of claims.
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EDUCATION

Graphic Era Deemed to be University

Master's in Business Administration

Hemvati Nanda Bahuguna Garhwal University

Bachelor of Arts

Dehradun, Uttarakhand

2020-2022

Dehradun, Uttarakhand

2016-2019