

Fahad Riaz Hussain

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Address: R.1205 Block 19 FB Area Karachi.



Sybrid Private Limited a Lakson Group of companies. (20019-22)

Job Responsibilities:

Working with Billing Back Office:

- It's been more than 2 years working Sybrid back-office billing team.
- Billing to the insurance AR follow-up claims correction on call.
- Working on disputed claims.
- Calling insurance and about the credentialing issues.
- Taking up customers' calls and informing them about their accounts details.
- Discussing accounts matters with Dr's office.
- Sending and discussing billing issues with Dr's office meeting with the US Teams.
- Making calls to the insurances regarding Dr office payment matters ERA EFT and other payment-related issues.
- Giving training to the newcomers.
- Working on Patient benefit verification on call or from the portal.
- Working knowledge of all insurance portals and calls methods.
- Working knowledge of all Dr office concerns & issues helping assist team leads differently.
- Payment posting to the different portals
- in charge of calculating and collecting payments for **medical** procedures and services. work includes updating patient data, developing payment plans, and preparing invoices.
- Obtaining referrals and pre-authorizations as required for procedures.
- Checking eligibility and benefits verification for treatments, hospitalizations, and procedures.
- Reviewing patient bills for accuracy and completeness, and obtaining any missing information.
- Preparing, reviewing, and transmitting claims using billing software, including electronic and paper claim processing.
- Following up on unpaid claims within the standard billing cycle timeframe.
- Checking each insurance payment for accuracy and compliance with contract discount.
- Calling insurance companies regarding any discrepancy in payments if necessary
- Identifying and billing secondary or tertiary insurances.
- Reviewing accounts for insurance of patient follow-up.
- Researching and appealing denied claims.

- Answering all patient or insurance telephone inquiries about assigned accounts.
- Setting up patient payment plans and work collection accounts.
- Updating billing software with rate changes.
- Updating cash spreadsheets, and running collection reports.

CellsmartPOS:2015

Job Responsibilities

- Currently working as Technical & customer support officer.
- Giving customer support as well as technical support to the customers from US Canada, France, UK.
- Giving training to the customers about the software CellsmartPOS and how it works.
- Giving them full remote assistance through Team viewer software.
- Updating data from the CRM and maintaining records as needed.
- Dealing with the developers and fix the issue with the software.

Axact Inc:

2010-11

Job Responsibilities

- Responsible for dealing with customer-relevant queries, complaints, and requests for information on products and services
- Assigned the tasks of recording all communications between various parties
- Handled the tasks of drafting documents as requested by the Customer Care Manager
- Prepared daily, weekly, and monthly statistical reports
- Responsible for generating ideas on ways to resolve problems and serve customers in a better way
- Confirmed customer understanding of the solution and provided extra customer education as required

Super Technologies Inc.

Technical Support Engineer. exchange.

Jan 2005 to 2010

Job Responsibilities

Customer Relationship Management over the phone and via emails.

Online buy sells wholesale phone numbers on DIDXCHANGE.

Provides support for all areas of the technical support function including communications software, test tools, performance, capacity planning, and eCommerce technology as required. Works as a team member to develop, design, and implement technical support systems or complete specialty functions. Coordinates and completes projects according to plan.

Assist application development with design configuration, implementation, and problem resolution. Serve as a project team member or as an individual contributor as needed.

Education

Matriculation (1997) Board of Secondary Education Karachi.

Have done my Toefl Exam from American Institute Karachi.

Have done my advanced language course in Karachi.

Intermediate from Karachi board Science.

B.com from Karachi university

Have done computer hardware Certification from New York USA.

Strengths & Interests

- Excellent communication ability
- Good customer service
- Computer knowledge
- Accounting and bookkeeping
- **Medical terminology**
- Problem-solvingng
- Being comfortable with **teamwork**

Personal Information

- **Name: Fahad Riaz Hussain**
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Reference

References will be furnished upon Request.