

Job Description

Title:	AR Quality Analyst
Business Unit:	AR Optimizer
Department:	Quality Support
Reports to:	Assistant Manager
Location:	Gurugram
Direct Reports:	No
Updated:	April 2023

About FinThrive

FinThrive is advancing the healthcare economy. We rethink revenue management to pave the way for a healthcare system that ensures every transaction and patient experience is addressed holistically. We're making breakthroughs in technology—developing award-winning revenue management solutions that adapt with healthcare professionals, freeing providers and payers from complexity and inefficiency, so they can focus on doing their best work. Our end-to-end revenue management platform delivers a smarter, smoother revenue experience that increases revenue, reduces costs, expands cash collections, and ensures regulatory compliance across the entire revenue cycle continuum. We've delivered over \$10 billion in net revenue and cash to more than 3,245 customers worldwide. When healthcare finance becomes effortless, the boundaries of what's possible in healthcare expand. For more information on our new vision for healthcare revenue management, visit finthrive.com

About Our Culture

Find Balance with Our Colleague-friendly Organization

We prioritize work-life balance and flexibility for our colleagues, which is why FinThrive offers a conducive and stress-free work culture. This, along with fantastic salary and benefits packages will help you thrive in your career.

Take Time to Recharge and Pursue Your Passions

At FinThrive, we believe in the human side of work and the importance of taking time to pursue your passions and recharge. Whether it's traveling the world, spending quality time with loved ones, or giving back to your community, we want you to enjoy all the good that life has to offer.

Be Part of a Positive and Supportive Work Environment

FinThrive colleagues value diversity, inclusivity, and respect, and we're committed to creating a positive and supportive work environment where every colleague's voice is heard and celebrated. At FinThrive, you're a valuable member of our team, and your opinions matter!

Grow and Excel Your Career with Training and Education

FinThrive is committed to helping our colleagues grow and excel in their careers, which is why we offer top-notch training and education to sharpen your skills and prepare you for whatever lies ahead. With our support, you'll be well-equipped to succeed not just in your current role but also in your future endeavors.

What we offer

- Term life, Accidental & Medical Insurance
- Professional development opportunities

Impact you will make

- Ensure Providers collect 100% of the amount due from the Insurance, the first time, in the shortest time possible and at a lower cost
- As an AR Quality Analyst, you will be responsible for effective feedback sharing, effective sessions, client interactions and generate/distribute quality domain related reports to the leadership team.

- A quality assurance system increases customer confidence and a company's credibility. It also improves work processes, efficiency, and competitiveness

What you will do

Major Responsibilities/Activities:

- Thorough understanding of RCM processes like Billing, Cash Posting, Credit Balance, Accounts Receivables, Denial Management Correspondence review
- Very good understanding of RCM metrics like Ageing above 90 days, Collections, and bad debt
- Periodically monitor teams' performance and recommend performance improvement plans wherever required
- Hands on in preparing daily, weekly monthly operational metrics reports from the Practice
- Identify trends and patterns from the generated reports and initiate action plans to resolve the AR issues
- Ensure projects are delivered on time with accuracy
- Identify and resolve queries/issues that result in delay of payment
- Excellent time-management and self-governance skills
- Provide constructive feedback, given on a consistent basis with the aim of improving the quality of work done
- Help in auditing transactions in different domains like Charge entry, Payment entry and denial handling and provide inputs on client related issues, along with valuable suggestions to improve processes or client profile instructions

What you will bring

- Good understanding of Revenue Cycle Management (US Medical Billing) Provider/Hospital
- 2+ years of experience as an AR caller and at least 1 year of experience as Quality Analyst in US healthcare.
- Should identify and propose training needs based on the auditing.
- Ability to handle multiple tasks of reporting simultaneously.
- Ability to adapt quickly to new and changing technical environments as well as strong analytical, problem solving and quantitative abilities.
- Graduate in any stream from recognized university
- Excellent communication skills, attention to detail, and strong technical and problem-solving skills are essential aspects of this role.

What we would like to see

- Ability to plan & prioritize work
- Demonstrated ability in achieving targets
- Good working knowledge of Microsoft Office
- Good problem solving & decision-making skills
- Must be self-motivated and detail oriented
- Six Sigma and quality tools knowledge is an added advantage



FinThrive is an Equal Opportunity Employer and ensures its employment decisions comply with principles embodied in Title VII, the Age Discrimination in Employment Act, the Rehabilitation Act of 1973, the Vietnam Veterans Readjustment Assistance Act of 1974, Executive Order 11246, Revised Order Number 4, and applicable state regulations.

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