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Experience



Credit Manager

Soni Hospital, Jaipur

Aug 2022 - Present (1 year 1 month)

As the Head of the Billing and Credit Departments at Soni Hospital, my role encompasses multifaceted responsibilities that revolve around efficient financial management, streamlined claim settlements, and effective recovery of outstanding amounts from both government departments and insurance entities.

Billing and Credit Department Management:

Leading a skilled team, my focus within the Billing Department involves overseeing the accurate generation of invoices, meticulous recording of financial transactions, and maintaining transparent billing practices for patients and insurance companies. I emphasize precision and adherence to coding standards, enabling us to provide clarity in financial matters and ensure positive patient interactions. In the Credit Department, my objective is to manage patient accounts, and process insurance claims promptly.

Claim Settlement and HIMS:

Central to my role is the effective management of claim settlements through the Hospital Insurance Management System (HIMS). Collaborating closely with cross-functional teams, including IT and administration, I harness the capabilities of HIMS to expedite claim submissions, real-time updates, and efficient processing. My continuous vigilance over claim statuses, coupled with proactive troubleshooting, ensures swift resolution of rejections or discrepancies, leading to a high rate of successful claim settlements.

Recovery from Government Departments and Insurance:

In the pursuit of optimizing revenue recovery, I take charge of overseeing the retrieval of outstanding amounts from government departments and insurance providers. I engage in strategic negotiations, meticulous documentation, and persistent follow-ups to expedite the recovery process. This involves maintaining open lines of communication with government representatives and insurance companies and fostering positive relationships that aid in securing overdue payments.



Operations Manager

Dana Shivam Heart & Supersp..

Sep 2018 - Apr 2022 (3 years 8 months)

Credit Department:

The Credit Department in a hospital oversees patient financials, insurance claims, and payments. Its role includes verifying insurance, processing claims, and managing patient payment plans to ensure accurate billing and positive patient interactions.

Billing Department:

The Billing Department manages invoicing, claim submission, and financial transactions for patient care. It collaborates with providers, insurers, and patients to ensure precise billing and reimbursement, addressing coding, claims, and reconciliation.

Empanelment:

Empanelment involves selecting and onboarding healthcare providers into a network for specific insurance plans. The Empanelment Department maintains network quality, reviews provider performance, and ensures accessible healthcare services

Team Leader

Intel Corporation

Apr 2017 - Mar 2018 (1 year)

The transition from a Team Leader to an Intel Lead involves a shift in responsibilities and focus, indicating a progression in your role within the organization. As a Team Leader, you were responsible for overseeing a group of individuals and coordinating their efforts towards achieving specific goals. However, as an Intel Lead, your role expands to include strategic planning, data analysis, and guiding your team towards making informed decisions based on gathered intelligence.

Team Leader Responsibilities:

- Supervising and managing a team's daily activities.
- Setting goals and objectives for the team.
- Assigning tasks and monitoring progress.
- Facilitating communication and collaboration among team members.
- Addressing any challenges or conflicts within the team.
- Reporting progress to higher management.

Intel Lead Responsibilities:

- Gathering and analyzing relevant information and data.
 - Identifying trends, patterns, and insights from the collected intelligence.
 - Developing strategies based on the analyzed data to achieve organizational objectives.
 - Providing guidance and direction to your team based on the intelligence gathered.
 - Collaborating with other departments to integrate intelligence into decision-making processes.
 - Continuously improving data collection methods and analysis techniques.
 - Assessing risks and opportunities to inform strategic initiatives.
- In this transition, your role evolves from overseeing day-to-day operations to contributing strategically to the organization's success by leveraging actionable insights derived from intelligence gathering and analysis. You'll play a critical role in shaping the direction of your team and the larger organization based on well-informed decisions.

Shop Manager

Reliance Fresh(Retail Limited)

Sep 2015 - Mar 2017 (1 year 7 months)

Manager at Reliance Fresh Ltd:

- Oversee billing processes and store goods management.
- Ensure accurate invoicing and optimal inventory levels.
- Lead and coordinate a team for efficient operations.

Focus on process improvement and customer service.

Education

 **Suresh Gyan Vihar University**

Master of Business Administration - MBA, good communication

Apr 2022 - Apr 2024



Jaipur National University

BCA

Apr 2019 - Apr 2021



Board of Secondary Education Rajasthan

12th , Biology/Biological Sciences, General

Apr 2014 - May 2015



Board of Secondary Education Rajasthan

10th

Apr 2011 - May 2012

Skills

Billing Process • Credit Management • Operations Management • Human Resources (HR) •
Communication • Customer Relationship Management (CRM)