Mr. Amol Bhagwan Medhekar

**Phone no:** +91 8149956749 Email: amolm80@gmail.com

**Professional Experience:**

Management Professional with more than 8 years of experience in Health Insurance Industry as CRM and CSM. Managed Healthcare Provider Network (Hospitals, Chains of Diagnostic Centers ) for Mumbai Region with in-depth understanding of Mumbai Healthcare market (from perspective of Payer, Provider and Patient)

* **Assistant Manager – Corporate Affairs at Dr. Agarwal’s Eye Hospital : 11th November 2020 – 31st March 2021**
* Supervise daily administrative operations
* Monitor expenses and suggest cost – effective alternatives
* Developed and Implement effective policies for all operational procedures
* Prepare staff work schedules
* Maintain and organize medical and employee records
* Train new employees
* Ordering and stocking of medical and office supplies
* Answer queries from doctors and healthcare staff
* Resolve potential issues with patients
* Stay up-to-date with healthcare regulations
* **Customer Service Manager (Provider Management Team) ICICI Lombard GIC: 21st August 2013 – 1st October 2020**

Building and Managing Preferred Provider Network in Mumbai Healthcare market.

* Restructuring of Hospital network as per the requirement through the Mou with efficient tariff negotiation and within time line.
* Managing Relations with Top providers of Mumbai.
* Review regularly the portfolio performance and work with business teams to drive the same.
* Healthcare provider analytics including cost and quality comparisons among healthcare providers for effective network building and cost containment.
* Competitor analytics and strategic initiatives for driving cost advantage across the payers.
* Business forecasting - predicting healthcare inflation and suggesting/ executing measures for effective control.
* Claim portfolio analytics and cost containment solutions for group health products.
* Implementation Wellness services to Clients through various providers like hospitals, diagnostic centers, OPD centers, fitness and spas.
* Network with diagnostic centers for Pre- Employment, Pre- Policy and post Policy check-up and corporate wellness program.
* Adhere and implement the Risk governance guidelines of the company
* Defining strategies and effective implementation of new initiatives in healthcare space.

**• Senior Executive (CRM Team) MD India Healthcare TPA Pvt. Ltd: 18th May 2011 - 15th Aug 2013**

* Overseeing day-to-day claims operations, including claims evaluation, adjudication and customer service in accordance with Mou and Company quality standards.
* Monitoring work queues prioritize and delegating tasks to teams to ensure company Standards and contract obligations are met.
* Defining and process re-engineering for effective Customer relationship management, Claims Processing and provider management in lines with new initiatives of organization.

Reviewing Claim audits for completeness, accuracy of information and compliance with company policies, standards and procedures

* **Service Guarantee:**
* Initial Cashless approval to be done in 2 hrs and Enhancement approval in 1 hr
* Successfully completed with achievement of 94% for processing Authorization request with in 1hr for Final Discharge.
* **PMT Triggers:**
* Tracking Overcharging, Rate tariff deficiency triggers and preparing weekly reports and MIS for same.
* Following up for early closure of triggers.
* Interdepartmental co-ordination to maintain quality and TAT

**Academics:**

* **PGDM in Healthcare Management** (2015-2017) from **Prin. L. N. Welingkar Institute of Management, Mumbai**
* **Bachelors of Commerce (B.Com)** (2011) from **Vartak College, Vasai.**

**Personal Information:**

* Date of Birth / Gender: 20th November 1990 / Male
* Marital Status: Married
* Current Address: A/304, Star Heritage Co. Op. Soc. Building no. 8, Madhuban Township, Vasai Road (E).
* Phone:  +918149956749
* Email: amolm80@gmail.com

**Languages Known**: English, Hindi and Marathi

**Computer Skills**: MS-Office: Proficient in Excel

**DECLARATION:**

I declare that the details furnished above in this document are true up to my knowledge and belief**.**

**Place:** Mumbai **[**Amol Bhagwan Medhekar**]**