

RESUME

Mohan Lonka
H-No. 2-16-103/4/A,
Street No-3, Prashanth Nagar
Opp: - Survey of India
Uppal, Hyderabad

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Career Objective

Seeking a challenging and a responsible full time job opportunity in a place, where I can apply my knowledge and skills to contribute towards the growth of myself and success of the organization.

Work Experience

- **Holding B1 US Visa for 10 Years & Having US Health Care experience of 11 years & 6 months.**
- Currently working as, a Team Leader with Comercio Healthcare Services form the past October 27, 2021 to till date in Provider – Healthcare Contracting/ Enrolment and Credentialing process.
- Worked for Onshore with Client for 3 months ie from June 21st 2019 to Sept 21st 2019 in Houston location, Texas, US in the areas of Core work in Contracting and Credentialing process for the Payer side and Provider sides. Also, has experience in renewals for State Licenses and DEA. Malpractice copies for all providers.
- Having a vast knowledge in Provider Enrollments, Contracting and Credentialing Domain and worked with different Clients in processes like Humana, Dental & Anthem, Aetha, BlueShield CA, CareMore, Healthcare Partners, Health Net, Molina, UHC, Tri-Care West, Cigna processing in both the Initial Credentialing and Re-Credentialing procedures with both in Provider side and Payer side
- Having hand full of experience in Independent Physician Associations IPA's with different Health Plans and Medical Insurances in Provider credentialing process.
- Also having immense knowledge and hands full of experience in PAVE/Medi-Cal portals for submitting the applications for both the Group and Individual applications in Provider credentialing.
- Having full Handsome experience in initiating new application for state license submission and DEA application submission and renewals.
- Having experience in NPPES NPI Registry website in creating and processing the National Provider Identification numbers for both for Providers and Groups.
- Also having knowledge and hands full of experience in Medi-Care portals for submitting the applications for both the Group and Individual applications.
- Previously working as a Lead- Quality with Sutherland Global Services from the past from January 02, 2012 to October 25, 2021 in Credentialing process with 9 years & 10 months of experience in both areas of Payer and Provider Healthcare.

- Joined as an associate in Sutherland in Jan 2012 & got promoted as Senior associate in 2013. Then got promoted as Senior Quality Analyst in 2014. Again got promoted as Lead Quality in 2015 and also having a team handling experience since 2015 to till date & assigning them work and ensure the team is meeting the Client SLA.
- From a Quality Process stands, I worked for URAC certification and done the presentation for getting the certification for Sutherland.
- Participated in meetings and shared ideas with Clients in getting the businesses from Clients.
- Handling Client calls on Daily, Weekly, Monthly and QBR Calls on the process SLA status.
- Help and assist Service Delivery Operations Manager in improving the production and Quality SLA aspects.
- Builds and maintains a close relationship with interfaces such as development and merchandising teams and supports them on new developments.
- Interrogate trends in data/audit findings and develop new ideas for quality improvements.
- Reporting of all performed audits within established timeframes.
- Helping and assisting the Agents in the Service Delivery teams to perform and achieve the Client SLA's, whenever required.

Educational Qualifications

Academic

MBA	St. Augustine PG College.	63%
B. Com	Alpha Degree College.	63%
Intermediate	Manasa Gangotri Junior College.	74%
SSC	Dr. S. Hussian Zaheer Memorial High School.	63%

Strengths

- Strong-willed,
- Hardworking,
- Good grasping,
- Good Communication & presentation skills,
- Discipline,
- Punctual and the Ability to work under pressure.

Certification

- Holding Yellow Belt Certification.

Personal Profile

Father's Name	:	L. Venkatesh
Marital Status	:	Single
Languages Known	:	English, Hindi, and Telugu
Permanent Address	:	H-No. 2-16-103/4/A, Street No-3, Prashanth Nagar

Opp:- Survey of India

Uppal, Hyderabad

Declaration

I hereby declare that the above furnished information is true to the best of my knowledge.

Date:

Place: Hyderabad

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