**PRESENT ADDRESS:**

**N - 167, SECTOR - 8,**

**R.K.PURAM, NEW DELHI.**

**PIN-110022**

**NEW DELHI. INDIA.**

**MOB: +91-9654031367,**

**+91-8697536522**

**EMAIL: doc.prasun@gmail.com**

**PERMANENT ADDRESS:**

**PIONEER PARK, BARASAT,**

**24 PGS (NORTH), KOLKATA**

**PIN-700124**

**WEST BENGAL, KOLKATA. INDIA.**

**MOB: +91-9654031367,**

**+91-8697536522**

**EMAIL: doc.prasun@gmail.com**

##### *Career Objective:*

Seeking a challenging career in the field of Administration in organizations to strive for a leadership role entrusted with global health and to work in a challenging environment. Simultaneously enhances my skills and abilities with the great aim of professional prospects by implementing theoretical and practical knowledge from my Experience & Education and also provides opportunities for learning.

***Personal Skills***:

Self motivated, enthusiastic, keen for progress, Health care, Healthcare Administration, Health Insurance, Hospital Marketing, Business Development, CRM Activity, Healthcare consulting, Operations Management, Quality Management.

***Career Profile:***

* Innovative professional with more than 4 years of progressive experience in various industries and the skills to drive business growth and manage all aspects of daily business operations.
* In depth knowledge of Health care insurance services.
* Skilled in building and maintaining good rapport with Customers.
* Committed to ensure highest level of service at all times, resolving complaints & issues efficiently.
* Possess strong analytical and problem solving skills, with the ability to make well thought out decisions, effective at multi-tasking.
* Adapt at defining and implementing Standard Operating Procedures to enhance customer satisfaction.
* Demonstrated abilities in devising business communication strategies & accelerating the business growth.
* In-depth knowledge of health care administrative services and management.
* Familiar with the administrative policies and guidelines of hospital service.
* Excellent communicator with strong management and organizational skills with highly trustworthy and ethical.

***Educational Qualifications:***

* ***2004-2009 M.B.B.S****:* ***Luzhou Medical College***
* ***2010 - 2012: IIHMR, New Delhi.***

***Post Graduate Diploma in Hospital and Health Care Management (PGDHHM)***

**Project:**At PFI **Dissertation:** Rapid Assessment of Obesity in Child Health services in Delhi *(*Apr-May, 2011, INCLEIN, NEW DELHI)

***Project:***Behavior Change Communication (BCC), Rewari, Haryana at NIHFW *(*Apr-May, 2011, INCLEIN, NEW DELHI)

***Project:***Performance Review of ASHAs in the EAG states At IIHMR *(*Apr-May, 2011, INCLEIN, NEW DELHI)

***Project:***Multi Indicator Cluster Evaluation Survey for finding out the Immunization status in Bassi Block , Rajasthan*(*Apr-May, 2011, INCLEIN, NEW DELHI)

***Project*:** Study on ‘School Children in Delhi: Exploring an Association between Asthma and Obesity’ *(*Apr-May, 2011, INCLEIN, NEW DELHI)

***Computer Proficiency:***

* + MS Word
  + MS Excel
  + MS Access
  + SPSS
  + MS PowerPoint
  + Proficient in Internet and E-mail
  + Basic HTML
  + Adobe Photoshop

***Conferences Attended/ Workshop:***

* Presented poster “Green Hospitals In India” at GSS Conference organized by IIHMR in July, 2011
* Attended FICCI Conference “From Dis-ease to Health-ease” in December, 2011
* Attended FICCI Conference in July, 2010
* Second international conference alcohol and HIV insight from intervention.
* 6th National Quality conclave “ The Future of Quality – The National Agenda”
* CME: “ Patient Safety- Need Of The Hour” Conducted by Sir Gangaram Hospital, New Delhi
* FICCI Health Insurance Conference “ Efficiency In Delivery: Win-Win For Stakeholders” 2011

***Professional Experience:***

# *Current Organization: Fortis Flt. Lt. Rajan Dhall Hospital, Vasant Kunj*

*DESIGNATION:*  ***ASSISTANT MEDICAL SUPERINTENDENT***

*DURATION* : **MARCH 2016 TO JUNE 2016**

**Duties & Responsibilities:**

* Day to day administration of the area/department assigned by the Medical Superintendent from time to time.
* To take decision pertaining to their area as per delegated powers to them, under the policy and guidelines issue by the Medical Superintendent. The will consult or have approval of Medical Superintendent on all policy issues or important matters or where it is obligatory under rule.
* They will be responsible for all the officers working under them, day to day working of the area/department assigned to them and will ensure that department assigned to them is run smoothly and efficiently. They will keep the M.S. informed about important events in these departments.
* The Addl. M. S. who is designated as Head of the office will also discharge of the function of Head of the office under the rule.
* They will attend all the meetings taken by M.S. on various administrative issues.
* The will keep liaison with Min. of Health & F. W. , Directorate General of Health Services and other agencies, in respect of work assigned to them with the approval of the M.S.
* Any other work assigned by the Medical Superintendent from time to time.
* All the Additional M.S.’s will report to Medical Superintendent.
* Training and Conferences on various projects
* Supervision of Indoor Services.
* Supervision of OPD, Casualty & Emergency

***2.*** *Current Organization****:* Vipul TPA Medcorp Pvt Ltd, Gurgaon**

*DESIGNATION:* ***MEDICAL MANAGER – MMG CASHLESH***

*DURATION* : **MAY 2013 TO MARCH 2016**

**Duties & Responsibilities:**

* Medical decision on admissibility of claims
* Delivering on Customers commitments, adherence to Policy T & C
* To do scrutiny of claim files and give opinion on decision.
* To ensure timely processing of claims and accurate payments of claims.
* To ensure adherence to TAT in various sub processes in claims department.
* To review IRs/rejections of claims and implementation of actionable periodically.
* To monitor and control error rates and consistency in processing.
* To Monitor Productivity in Claims processing and Cashless processing.
* To review SOP for claims processing and to develop & execute better processes.
* To manage individual KRAs for achieving organizational goal.
* To monitor and appraise performance of doctors working under vertical.
* Review of Daily MIS to manage inflows and outflows of claims
* To monitor customer complaints, trend and timely resolution.
* Scrutiny of claim files and cashless request
* Medical decision on admissibility
* Delivering on Customers commitments
* Adherence of Stated process, Policy T & C
* To scrutinise of claim documents and give opinion on admissibility.
* ICD Coding of claim documents.
* To ensure timely processing of claims with quality and consistency
* To ensure adherence to agreed TAT.
* To review query cases and response requirement and implementation of actionable
* Review of Daily MIS to manage inflows and outflows of claims and accordingly prioritization of job.
* To monitor customer complaints, trend and timely resolution.

***3.*** *Organization****:* Fortis Hospitals, Kolkata**

**(under health** **sprint network pvt ltd)**

*DESIGNATION:***ASSTN. MANAGER (OPERATION)**

*DURATION* : **April 2012 to April2013**

**Duties & Responsibilities:**

* Focus on Patient satisfaction.
* Handle team.
* Review of Daily MIS to manage inflows and outflows of claims
* To monitor customer complaints, trend and timely resolution.
* Scrutiny of claim files and cashless request
* Medical decision on admissibility
* Delivering on Customers commitments
* Adherence of Stated process, Policy T & C
* To scrutinise of claim documents and give opinion on admissibility.
* ICD Coding of claim documents.
* To ensure timely processing of claims with quality and consistency
* To ensure adherence to agreed TAT.

***4.*** *Organization* **: Manipal Hospitals, Bengaluru, under**

**(Health Sprint Network Pvt Ltd)**

*DESIGNATION:***ASSTN. MANAGER (OPERATION)**

*DURATION* : **January 2012 – April 2012**

**Duties & Responsibilities:**

* Medical decision on admissibility of claims
* Delivering on Customers commitments, adherence to Policy T & C
* Guide the process of root cause analysis to identify, track and resolve adverse events encompassing the development, implementation and monitoring of a corrective action plans.
* Worked with H.R. and Marketing team also during base team
* Database management for marketing team and in recruitment process with H.R. team.
* To monitor and control error rates and consistency in processing.
* To Monitor Productivity in Claims processing and Cashless processing.

***Language Proficiency:***

* Bengali, (Read, Write, Spoken)
* English, (Read, Write, Spoken)
* Hindi (Read, Write, Spoken)
* Chinese (Spoken Only)

***Extra Curricular Activities***:

* Organizer of **cultural program** “Aadhar” at IHMR, New Delhi in August 2011
* Arrange **blood camp** and **Donated blood** at P D Agarwal memorial blood donation camp at IIHMR, New Delhi in December, 2011
* Won GOLD prize in **Table Tennis** in IIHMR 2010-11 & 2011-2012.
* Won GOLD prize in **BADMINTON** in IIHMR 2010-11 & 2011-2012.

***Hobbies:***

* Observe people,
* Photography,
* Cooking,
* long drive,
* Internet game,
* listening music
* Reading articles

## *Personal Details:*

Marital Status : Married

Nationality : Indian

Date of birth : 13th May 1985

Fathers Name : Late Mr. Pradyut Banerjee

**MOB : +91-9654031367, +91-8697536522**

**EMAIL : doc.prasun@gmail.com**

I hereby assure you that all the statements mentioned above are true and correct according to the best of my knowledge and belief.

**DR.PRASUN BANERJEE**

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*Last Updated: 28 TH SEPTEMBER 2016*