

Job Description

Designation - Process Associate (Entry-level / Operations)

Experience Required – 1+ Years

Work Location - Gandhinagar

Core Skills:

Knowledge of US healthcare processes (HIPAA compliance, PHI handling).

Familiarity with RCM workflows: eligibility verification, medical record retrieval, patient demographics, claims processing.

Good communication skills (verbal & written) for calling providers/payers.

Typing speed and accuracy (minimum 30–35 WPM with 95%+ accuracy).

Ability to follow standard operating procedures (SOPs) and escalate exceptions.

Basic analytical skills for data entry and verification.

MS Office (Word, Excel) proficiency.

Behavioral/Soft Skills:

Patience and active listening for provider calls.

Team collaboration, adaptability, willingness to work in shifts.

High attention to detail to avoid PHI/claim errors.