



## **OFFER LETTER**

Date: 3<sup>rd</sup> March 2025

Dear Ramanan.G,

**Congratulations!** We take great pleasure in inviting you to be an integral part of Starlink Healthcare Administration.

We are pleased to make you an offer of employment as **AR Caller & Analyst** full time (Mid-shift) & Night Shift and your place of posting will be **Chennai** with an Annual CTC Compensation of **Rs. 3,36,000 (Three Lakhs Thirty Six Thousand only)**. Your date of joining will be on **03<sup>rd</sup> March 2025**, beyond which this offer stands revoked.

This offer Letter is **effective from 03<sup>rd</sup> March 2025**

### **About Starlink Healthcare Administration**

Starlink Healthcare Administration (Headquarters: Texas, United states) is ranked as one of the premier solution providers in the field of medical billing, coding services, Risk Adjustment, HEDIS and Provider education among the health care providers across the United States. Starlink Healthcare Administration has established a trademark upfront by providing the most effective, service-intensive, results-oriented medical billing service for all its clients.

Starlink Healthcare Administration provides the highest level of service possible to each of our customers. We never stop learning and improving. We do what is right. We uphold the highest standards of integrity in all our actions. We count on and support one another individually and as team members.

Starlink Healthcare Administration has excelled at offering the most comprehensive range of

healthcare services, which is the reason we were ranked among the fastest growing companies. We are also proud to be tagged as an Inc. To know more about our company please visit <https://www.starlinkha.com/>.

### **Terms and Conditions of Employment**

You shall be governed by the following terms and conditions of service during your employment with **Starlink Healthcare Administration** (hereafter referred to as the "company"), and those that may be amended from time to time.

#### Statement of Facts

The company has made the offer of employment based on the bonafide statements and facts provided.

#### Hours of Work

- a. The working day shall comprise of 9.00 working hours inclusive of 30 minutes of Lunch break and 30 minutes for 2 Tea breaks.
- b. Starlink Healthcare Administration observes national and festival holidays as per policy which will be notified during induction.
- c. Available as per client schedule for call.

#### Leave and Vacation

- a. After the probation period of 6 months, you will be entitled to 1 day of Casual Leave Per month and 8 days of sick leave per annum as per Leave policy

#### Conduct.

- a. You shall at all times maintain exemplary conduct and decorum. You shall uphold honesty and integrity in all your actions.
- b. You shall, honor and comply with all rules and regulations of the company and statutory requirements.

## Confidentiality

- a. You shall maintain utmost secrecy with regard to confidential and proprietary information relating to the company.
- b. During your employment and thereafter, you shall not use or disclose any confidential information except for the sole benefit of the company.
- c. You shall not take copies of confidential documents or information for your own purposes and forth with upon termination, you shall return to the company all documents, records and accounts in any form (including electronic, mechanical, photographic, and optic recording) relating to matters concerning the business or dealings or affairs of the Company.
- d. In the course of your employment, as well as at any time thereafter, you shall not say or do anything that can directly or indirectly harm the business of the company.
- e. You shall maintain utmost confidentiality regarding your compensation and benefits.
- f. You may have to sign
  - The Non-Disclosure Agreement and Non-Compete Agreement (as applicable)
  - The Business Associate Agreements

## Separation from the company

- a. When you resign formally from the service of the Company, the Company may solely at its discretion, permit you to pay up for the notice period in lieu of the un-served notice period.
- b. You will not be entitled to such notice period, If the company terminates your services due to misdemeanor, unsatisfactory performance or any other disciplinary matter.
- c. Your employment with the Company can be terminated with '**1 month**' of advance notice.
- d. If you fail to serve the notice period, you will not get an employment authorized document and Background Verification will not be done by Starlink Healthcare Administration.
- e. Probation (6 months) serves as an observation period. It's important to note that salary adjustments are made during annual performance appraisal. Annual salary increments are based on individual performance.
- f. You must respond and sign the offer letter within 48 hours. If we do not receive your signed offer letter within this timeframe, the offer will be considered invalid.



The following documents need to be submitted:

- Signed Copy of the Offer/Appointment Letter
- Photocopy of your educational HSC/Degree/Diploma valid certificates and marks cards in support of your educational qualifications.
- Reliving letter/Service certificate/ Resignation acceptance letter from your previous employer
- Photocopy of your Birth Certificate/ DOB Proof
- Copy of PAN Card /Acknowledgement copy of PAN Application
- Copy of AADHAR Card / Acknowledgement copy of AADHAR
- Self ID Proof - 2 Copies (Passport/ Driving License/Voter's ID/ Ration Card/ PAN Card/ Aadhaar/College ID)
- Last 3 months pay slips
- Residence Proof - 2 copies Permanent & Temporary (Passport /Driving License/ Voter's ID / Ration Card/ Aadhaar / Mobile Bill or Telephone Bill / LIC Policy / BANK Passbook/ Electricity Bill/Gas Bill/Water Bill/Rental Agreement- (Letter from owner or Self Declaration letter required if it's not in your name)
- Passport size photographs - 2 Nos.
- Post card Size photographs - 2 Nos. (for ESI Employees)
- Parents DOB details. (Documents not required. Only date is required to fill in nominee forms)
- Physical standard (Blood Group, Height, Weight - details only required for filling the application form.

While at Office, we attire Formally on Monday to Thursday and Smart Casuals on Fridays and Saturdays.

You will also be governed by rules and regulations in vogue that may change from time to time.

Your salary will be credited on the 10<sup>th</sup> of every month

You are required to sign the duplicate of this revised Offer Letter as your acceptance and submit the same to us.

We look forward to having you as a vibrant family member of Starlink Healthcare Administration!

## Job Description and Duties

- Act as a liaison between insurers, medical offices, and patients
- Handle confidential information and abide by HIPAA laws and other medical policies
- Submit claims to insurance companies electronically and via mail
- Properly code medical services, diagnosis, treatments, and more
- Invoice patients and insurance companies for claims or payments
- Track and collect payments, including setting up payment plans for outstanding bills
- Correct rejected insurance claims and coding errors
- Manage patient insurance claims and payment plans
- Submit billing data to the appropriate insurance providers
- Sending invoices to patients for remaining balances after insurance payouts
- Communicating with insurance company representatives to track payments and confirm patient coverage information
- Investigating denied claims and outstanding patient invoices to ensure the provider receives payment
- Managing patient payments and updating information over the phone and in person
- Balancing sent claims and payments received to record the provider's monthly and quarterly earnings accurately
- Generate appeals or reconsideration forms on denied claims utilizing web portals or payor specific forms.
- Help develop claim edits that will help increase cash flow and create clean claims.
- Follow up on authorizations initiated by the front office staff, when necessary.
- Research and provide timely response to patient, insurance and physician inquiries.
- Communicate with provider offices to discuss accounts receivable issues, payment or denial trends and make recommendations to impact change.
- Run denial and accounts receivable reports to help identify trends.
- Ensure to meet the target as mentioned below while maintaining the quality of 97% and above.
  - Billing – 200 DOS / day
  - Posting – 500-line item/ day
  - Rejection or Denial – 70 per day

Provide daily production report to supervisor

Coordinate with internal departments, escalate, and resolve payment issues.

Provides support for the revenue cycle departments (as applicable: payment posting, coding and accounts receivable (AR) follow up) related to administrative duties as needed

Assists with knowledge sharing, payor and department training, and provides support to other team members as advised by the manager and/or supervisor

Other duties as assigned

<b><u>SALARY STRUCTURE</u></b>		
<b>Salary Components</b>	<b>Amount – Monthly</b>	<b>Amount – Yearly</b>
<b>Gross Salary</b>	<b>28000</b>	<b>336000</b>
Basic Salary	11200	134400
House Rent Allowance	4480	53760
Conveyance	1600	19200
Medical Allowance	1250	15000
Special Allowance	9470	113640
<b>Deductions</b>		
EPF	1344	16128
ESI	0	
Professional tax	208	2496
<b>Total Deductions</b>	<b>1552</b>	<b>18624</b>
<b>Net Salary</b>	<b>26448</b>	<b>317376</b>
<b>Gross Salary (CTC)</b>	<b>28000</b>	<b>336000</b>

Authorized by

**Suganthi G**

**HR Manager**

**For Starlink Healthcare Administration**



We look forward to having you on our team! If you have any questions, please feel free to reach out at your earliest convenience.

*I accept the terms and conditions of the Company mentioned above.*

Sincerely,

Employee Signature

A handwritten signature in blue ink, appearing to read "Suganthi G".

Suganthi G

HR Manager