# Know your role in HGS-EBOS

**About HGS**

HGS is a world leader in Customer Relationship and Business Process Management. With a global footprint and an experience of over three decades, we have helped our clients deliver exceptional results. We have developed and implemented some of the best-known processes and practices to deliver a comprehensive range of industry-specific solutions. Our operational excellence, combined with functional expertise, has made us the "Preferred Partner" for most of our clients. We deliver seamless service to some of the world's most recognized brands out of and across North America, Europe, Asia, and Africa.

**Business Process Outsourcing:** HGS-EBOS involves domain knowledge in USHC, very high communication skills, and high analytical skills. Becoming a part of the global healthcare industry demands commitment and expertise developed over time.

## The key job responsibilities include the following:

- Researching claims
- Analyzing information
- Determining actions to be taken next
- Calling insurance providers to get more information
- Verifying payments by comparing them against contracts
- Advising clients on next steps
- Resolving claims
- Analyzing work and finding trends that can help clients reengineer processes

## The key skills required:

- Graduate
- Basic knowledge of MS Office and Internet skills
- Excellent verbal and written communication skills
- Good analytical and mathematical skills
- Willing to work in night shifts ( Saturday and Sunday offs)

## Other details

| Work timing | Subjected to change as per requirement. |
|---|---|
| Location | Hyderabad |

**Disclaimer:** Please note that this job description is subject to change based on the business/project requirements and at the discretion of management.

## Process: US Healthcare

**Shifts:** Night Shifts

**Week Off:** Saturday- Sunday

**Salary:** 2.36 LPA (14K Take home+ Incentives (Performance Based)

**Transport**: Point Pick up & Home Drop

**The rounds of Interview are as follows.**

1. JAM Round

2. HR Round

3. Aptitude Test

4. Operations Round.