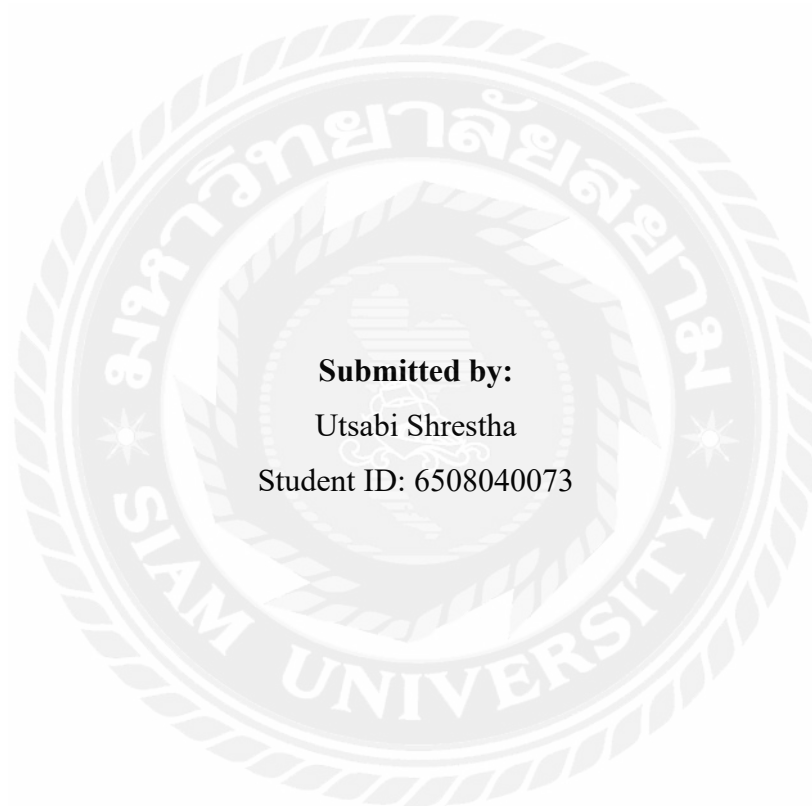




CO-OPERATIVE EDUCATION REPORT

Medical Billing Operations in a Global IT Environment: A Co-Op Experience at Leapfrog
Technology



**This report is submitted in partial fulfillment of the requirements for Cooperative
Education, Faculty of Business Administration, Academic Semester 2/2025**

Siam University

Title: Medical Billing Operations in a Global IT Environment : A Co-Op Experience at
Leapfrog Technology

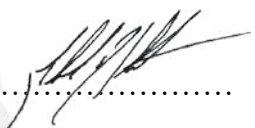
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Abstract

This report is based on the cooperative research performed at Leapfrog Technology under the Signetic Project from February 9 to November 6. The internship was finished in the role of Medical Billing Operations Associate at the Dillibazar location. The main aim of the collaborative study was to obtain hands-on experience with healthcare billing processes, insurance claims management systems, and professional workflow methods in a global corporate setting.

The report emphasizes the organizational framework, operational procedures, workflow systems, and knowledge acquired throughout the internship. The internship primarily focused on examining patient billing data, handling insurance claims, addressing denied claims, correcting claims errors, and resubmitting claims through various insurance platforms such as BCBS, Medicaid, United Healthcare (UHC) and Availity, using the Signetic portal and Microsoft Excel. Furthermore, consistent communication and meetings with clients in the United States offered significant insight into managing international workflows and engaging with clients professionally.

The report includes a SWOT analysis of Leapfrog Technology, highlights operational difficulties encountered during the internship, and offers potential solutions and suggestions for enhancing workflow efficiency and operational management. Additionally, the report addresses the technical expertise, interpersonal skills, and vocational abilities acquired during the cooperative study experience.

The internship experience greatly enhanced communication skills, teamwork capabilities, time management, analytical thinking, flexibility, and professionalism in the workplace. It also aided in closing the divide between theoretical academic understanding and practical industry implementation. In summary, the cooperative experience at Leapfrog Technology provided significant professional exposure and deepened my understanding of healthcare billing processes in an international IT and operations setting.

Keywords: *Medical Billing, Healthcare Operations, Insurance Claims Management, Medical Billing Operations Associate, Healthcare Billing Systems, Claim Processing*

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I would also like to express my sincere gratitude to LeapFrog Technology for providing me with the opportunity to undertake my cooperative education internship within its Medical Billing Operations in Signetic Project. My heartfelt appreciation goes to my Academic Supervisor, Mr Michael Slater for his valuable guidance, encouragement and continuous support throughout this period.

I am deeply thankful to my Job Supervisor, Mr Partik Gauchan and the entire Medical Billing Operations Team for their mentorship, cooperation and for creating an engaging learning environment that greatly enriched my professional knowledge and skills.

Finally, I would like to thank my family and friends, and faculty members at Siam University and Kathmandu College of Management for their constant motivation and support during this learning journey. This report stands as a reflection of their collective encouragement and belief in my potential.

Sincerely,

Utsabi Shrestha

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List of Abbreviations

IT-: Information Technology

HIPAA-: Health Insurance Portability and Accountability Act

DevOps-: Development and Operations

AWS-: Amazon Web Services

AI-: Artificial Intelligence

LLM-: Large Language Model

ETL-: Extract Transfer Load

LIKA-: Leapfrog Interactive Knowledge Agent

QA-: Quality Assurance

UX/UI-: User Experience and User Interface

CTO-: Chief Technology Officer

COO-: Chief Operating Officer

VP-: Vice President

R&D-: Research and Development

BCBS-: Blue Cross Blue Shield

UHC-: United Health Care

SWOT-: Strength Weakness Opportunities Threat

SOC 2-: System and Operation Controls 2

Chapter 1 : Introduction

Leapfrog Technology is one of the leading software development and technology companies in Nepal, widely recognized for delivering innovative digital products and technology solutions to international clients. Established with the aim of building world class technological solutions from Nepal, the company has grown significantly over the years and has established itself as a globally trusted IT service provider.



Fig 1 : Leapfrog technology Logo

1.1 Company Profile

Founded in 2010, Leapfrog is a multinational software development and digital product engineering company headquartered in Seattle and with roots in Nepal. The business has developed over the years into one of Nepal's top IT companies, with a global footprint and a customer base spanning several nations. For startups, scale-ups, and large corporations worldwide, the company specializes in the design, development, and scaling of cutting-edge digital products and technological solutions.

Based in Kathmandu with international operations in countries like the United States, India, the Philippines, Mexico, and parts of Europe, Leapfrog Technology has established an exclusive position as a trusted technology partner in the global market. Right now, the company employs over 450 professionals, including software engineers, designers, quality assurance specialists, product managers, operational teams and business professionals, all working together to deliver high-quality technology solutions.

Leapfrog Technology partners with clients in healthcare, fintech, education technology, retail, and public health. The company has contributed to the development of more than 250 digital products and platforms for organizations worldwide.

1.1.1 Company Vision

To become a globally recognized technology company by delivering innovative, reliable, and impactful digital solutions while contributing to the growth of Nepal's information technology industry in the international market

1.1.2 Company Mission

To provide innovative technological solutions that solve real-world business challenges while maintaining high standards of quality, efficiency, and customer satisfaction.

1.1.3 Product Portfolio

Leapfrog technology offers a wide range of technology products and services across different sectors including healthcare, finance, artificial intelligence, cloud services, and enterprise software development. The company's product and service portfolio mainly includes:

S.N	Service/ Product Area	Description
1	Software Development	Custom Software Solution for international clients
2	Healthcare technology Solutions	Medical billing systems, healthcare operational platforms, insurance claim management systems, patient engagement tools, and HIPAA compliant digital health products

3	Quality Assurance (QA) services	Comprehensive software testing and quality management services ensuring reliability, performance, and compliance, cross all digital platforms developed for clients
4	Cloud Computing services	Cloud infrastructure design, DevOps pipelines, AWS based solutions, digital transformation services ensuring scalability, security, and cost- effectiveness for enterprise and startup clients
5	Artificial Intelligence Solution	AI powered systems, generative AI platforms, LLM integrations, machine learning models, data science pipelines, and automation technologies including LIKA, Leapfrog's AI Voice Agent
6	Product Engineering	Design, Development and long-term maintenance of digital products, combining startup agility with enterprise- grade engineering standards for clients across multiple industries
7	Data management solutions	Business data analysis, ETL pipelines, data warehousing, and visualization services
8	UI/UX Design Services	Human centered user interface and user experience design solutions focused on creating intuitive accessible, and visually compelling digital products for diverse end users

Table 1 : Products and Services Portfolio of Leapfrog Technology, Inc.

1.1.4 Company's Core Objective

- **Deliver World Class technological Solutions-:** To consistently build and deliver high quality digital products that meet and exceed global engineering standards, ensuring client satisfaction across all projects.
- **Encourage Innovation and Creativity-:** Leapfrog focuses on building an innovation driven work culture where employees are encouraged to contribute creative ideas, modern solutions, and technological advancements.
- **Customer Success as the Primary Metric-:** To measure organizational success through the success of clients. Leapfrog's referral - driven growth model reflects a long term commitment to client outcomes rather than short term revenue
- **Promote Global Competitiveness-:** The organization continuously works toward strengthening Nepal's presence in the global technology industry by delivering world class digital products and services.
- **Maintain Security and Compliance Standards-:** To uphold the highest standards of data security and regulatory compliance, including SOC 2 certifications, HIPAA compliance, and robust information security practices across all client engagements

1.1.5 Strategies of the Company

Leapfrog Technology has developed and refined a distinct set of strategies and approaches that have enabled it to grow from a Nepal based startup into a globally recognized technology partner. These strategies include:

- **Referral-Driven Client Acquisition :** More than 90% of Leapfrog's business is generated through client referrals, reflecting the company's strategy of building

deep, trust-based client relationships rather than relying primarily on sales and marketing. This ensures high client retention and organic growth.

- **Startup Agility with Enterprise Quality:** Leapfrog blends the speed and flexibility of a startup culture with the rigorous engineering standards expected by large enterprises.
- **Deep Domain Specialization:** The company strategically builds expertise in high-value verticals such as healthcare technology, fintech, edtech, and construction technology, allowing its teams to deliver highly specialized solutions with domain relevant insights rather than generic software development.
- **Global team, Nepal rooted Innovation:** Leapfrog leverages the cost-effectiveness and high-quality talent available in Nepal while maintaining a global operational presence across the US, India, Philippines, Mexico, and Europe. This geographic strategy provides competitive pricing without compromising delivery quality
- **Security First Engineering:** Given its extensive work in regulated industries such as healthcare, Leapfrog embeds security and compliance considerations from the ground up, including SOC 2 certification and HIPAA compliance protocols, as a strategic differentiator.

1.2 Organizational Structure

Leapfrog Technology operates with a hybrid matrix organizational structure that blends with agile squad models with hierarchical executive leadership. Its headquarters in Seattle, Washington, and its main development hub in Nepal are supported by this structure, which allows for quick scalability, cross functional cooperation, and ongoing learning across all service categories. Leapfrog divides its technical staff into cross functional "Dream Teams" multidisciplinary pods that bring together developers, QA engineers, DevOps experts, and UX designers to deliver expansive product solutions, instead of using strict departmental divisions.

1.2.1 Diagram of the Organizational Structure

The diagram below illustrates Leapfrog Technology's hybrid matrix organizational structure at the corporate level :-

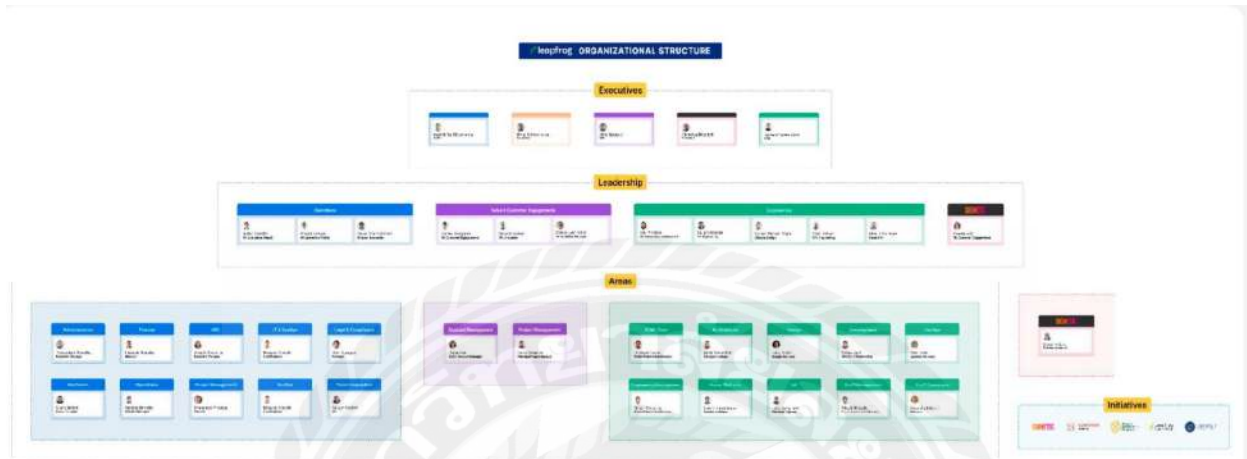


Fig 2 : Organizational Structure of Leapfrog Technology

The organization is divided into four primary layers :

1. **Executive Leadership and Strategy** - Led by Chief Executive Officer (CEO) Chris Sprague who drives the culture, delivery, and healthcare divisions at Leapfrog. Supported by Presidents Himal Karmacharya who founded Leapfrog in 2010 and leads global growth and operations and Chandika Bhandari leads strategy, growth, and Leapfrog's Signetic product. Followed by CTO, COO who manage global strategy, engineering leadership, and day-to-day Nepal-based operations respectively.
2. **Operations and Customer Engagement** - VP Level Operations teams in Nepal, the US, and India ensure smooth cross-border execution and talent management. VP and Directors of Customer Engagement bridge the gap between clients (primarily in Silicon Valley and Seattle) and the technical delivery teams.

3. **Cross functional Engineering and Design Squad** - Leapfrog’s “Dream Teams” are multidisciplinary pods of frontend and backend developers, DevOps engineers, and QA personnel. UX/UI designers, guided by the Director of Design, are rooted directly into these pods. Specialized AI & Data Solutions units focus on Generative AI, machine learning, and cloud native infrastructure.
4. **Technical Domains and Center of Excellence** - In addition to defining technological platforms (React, Node.js, AWS), principal architects and engineering directors also oversee mentoring initiatives. Prototyping, AI workflow optimization, and testing new technologies are the main priorities of a specialized R&D and Innovation wing.



Fig 3 : Leadership Team

1.2.2 My Job Position

During my internship at Leapfrog Technology, I served as a Medical Billing Operations Associate on the Signetic project. This was an entry-level operations role, but it carried meaningful day-to-day responsibilities that directly contributed to the project's billing and claims management workflows.

My primary responsibilities in this role included:

- Reviewing patient billing information through the Signetic portal and posting claims to various insurance platforms.
- Processing insurance claims on platforms such as Blue Cross Blue Shield (BCBS), Medicaid, United Healthcare (UHC), and Availity.
- Analyzing denied claims by identifying reasons for rejection, correcting errors, resubmitting claims, and creating new claims when required.
- Forwarding unresolved claims for further processing and escalation.
- Participating in regular meetings with the U.S.-based client to discuss project updates, workflow challenges, and operational improvements.
- Maintaining accurate records and reports using Microsoft Excel and the Signetic portal.

The role required high levels of accuracy, attention to detail, analytical thinking, and time management, as claims had to be processed within strict deadlines to ensure timely reimbursements for healthcare providers.

Key tools and systems used in this role:

- Signetic Portal
- Microsoft Excel, Microsoft Teams, Slack
- Insurance Portals: Blue Cross Blue Shield (BCBS), Medicaid, United Healthcare (UHC), Availity
- Internal team communication and workflow management systems.

1.2.3 My job position in the company's organizational structure

As a Medical Billing Associate, I worked under the Billing department within the Signetic project team. My position as an operational support role directly involved in healthcare billing processes, claim management, and workflow coordination.

In addition to communicating with the United States client on claim processing tasks, operational updates, and issue management, I was reporting directly to my supervisor, who was one of the project managers.

Despite being an intern, I had significant operational responsibilities that enhanced the effectiveness of healthcare billing and claims processing systems. In order to ensure accurate and prompt claim management, I served as a link between insurance companies, healthcare providers, and internal operational teams.

In a global project environment, the role gave me invaluable experience in international workflow processes, healthcare operational systems, and professional corporate communication.

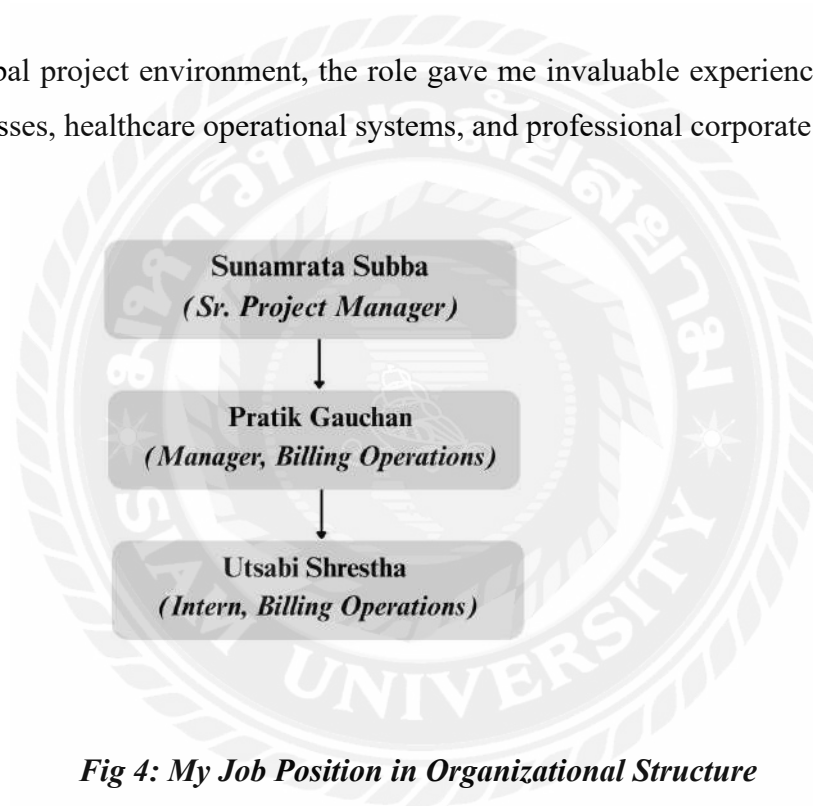


Fig 4: My Job Position in Organizational Structure

1.3 My intention and Motivation to choose this Company My Co - Op Studies Workplace

Choosing Leapfrog Technology was a deliberate and well-considered decision shaped by my academic interests, and the unique learning opportunities the company offered.

Leapfrog Technology is one of the most recognized and respected IT Technology companies in Nepal with a strong reputation for innovation, learning opportunities, and international project exposure. I was highly motivated to join the company because of its

contemporary working culture, collaborative environment, and emphasis on employee development.

The chance to work on multinational projects and become familiar with global operating procedures was a significant factor in the decision to choose the organization. I was especially drawn to the Signetic project since it integrated technology systems, international business procedures, and healthcare operations, giving me the opportunity to learn about several professional domains at once.

In addition to preparing me for upcoming career challenges in the business and technology sector, the internship gave me a great chance to connect theoretical academic knowledge with real-world corporate experience.

1.4 Strategic Analysis of the Company

In order to understand Leapfrog Technology's strategic position within the global IT industry and identify its internal strengths and weaknesses as well as external opportunities and threats, a SWOT Analysis has been conducted based on online available information as well as senior supervisors guidance and observations from my internship experience.

SWOT Analysis of Leapfrog Technology

Strengths

One of the major strengths of Leapfrog Technology is its strong global presence and highly trusted international client network. A significant percentage of the company's clients are acquired through referrals and long-term partnerships, reflecting high customer satisfaction and strong service quality. The company has successfully established itself as a reliable technology partner for global organizations.

The company offers a wide range of technology services, including software development, UI/ UX solutions, cloud computing, AI, and healthcare technologies.

Additionally, the organization employs around 450 highly qualified individuals that work in various nations. Talented engineers, designers, operations teams, and business experts are drawn to the company to deliver cutting-edge concepts and technology solutions.

Weaknesses

Despite its strong position, the company has to deal with issues such as pressure from tight project deadlines and dependence on the US market. Interns and new hires may also have trouble adjusting to intricate operational systems and routines. Additionally, collaboration among overseas clients, onsite staff, and remote teams can occasionally lead to workflow problems and communication issues.

Opportunities

Leapfrog Technology has significant growth prospects due to the quick development of artificial intelligence and the digitization of healthcare. In the future, the business can increase its global customers, healthcare solutions, and AI capabilities. Opportunities for market expansion, new collaborations, and industry diversification into sectors such as fintech and educational technology are also created by Nepal's growing international recognition as a destination for technology outsourcing.

Threats

Global outsourcing markets like Eastern Europe and India pose a serious threat to the corporation. Rapid technological advancements also require investment in cutting-edge technologies, staff upskilling, and ongoing innovation.

The company's long-term growth and competitiveness may also be impacted by data security threats, economic uncertainty, and the movement of qualified individuals to foreign businesses.



Figure 5 :- SWOT Analysis of Leapfrog Technology

1.5 Objectives of this Co - Operative Studies

As part of my Co-Operative Education program at Siam University, I worked as a Medical Billing Operations Associate at Leapfrog Technology, Inc. This report is a thorough depiction of my experiential learning. This report serves both academic and professional purposes by documenting how classroom knowledge is applied in a real-world international technology and healthcare operations setting.

The following are the primary goals of this Co-Op study:

- To gain practical knowledge and professional experience in a corporate working environment.
- To understand healthcare billing systems and insurance claim management operations used in international healthcare organizations.
- To apply theoretical academic knowledge to real world operational and business practices.

- To improve communication skills, teamwork abilities, analytical thinking, and time management through workplace exposure.
- To understand how international projects and client communication are managed within a leading technology company.
- To develop professional ethics, workplace discipline, and operational problem-solving abilities required for future career growth.
- To enhance technical knowledge related to medical billing systems, insurance portals, healthcare operations, and workflow management systems.



Chapter 2 : Co- Op Study Activities

2.1 My Job Description

During my internship period at Leapfrog Technology, I worked as a Medical Billing Operations Associate under the Signetic project. My role mainly focused on healthcare billing operations and insurance claims management for healthcare providers in the United States.

The primary responsibility of my position was to process and manage medical insurance claims through the Signetic portal and various insurance company portals. I regularly reviewed patient billing information, verified claim details, and submitted claims to insurance systems such as Blue Cross Blue Shield (BCBS), Medicaid, United Healthcare (UHC), Availity, and other insurance platforms.

Managing rejected claims was a significant aspect of my job. Every time an insurance company rejected a claim, I examined the reasons for the denial, corrected any errors, resubmitted the claim, sent it for additional review, or, if necessary, submitted a new claim.

The position required strong attention to detail, accuracy, analytical thinking, communication skills, and the ability to work under deadlines. In addition, I regularly attended meetings with United States clients where operational updates, workflow issues, and claim-related challenges were discussed.

2.2 My Job Responsibilities

As a Medical Billing Operations Associate, my major responsibilities during the internship period included-:

- Reviewing patient billing information through the Signetic portal
- Processing and posting insurance claims through various insurance portals
- Working with insurance platforms such as BCBS, Medicaid, UHC, and Availity
- Identifying denied claims and analyzing denial reasons
- Correcting claim errors and resubmitting claims when necessary
- Creating new claim submissions and forwarding claims for further processing
- Maintaining accuracy and confidentiality of patient-related information

- Updating operational records and tracking claim status using Microsoft Excel
- Coordinating with supervisors and team members regarding workflow issues
- Participating in meetings with United States clients regarding operational updates and challenges
- Managing tasks within deadlines and maintaining workflow efficiency

These responsibilities helped me improve both technical and professional skills while understanding real-world healthcare billing operations.

2.3 Activities in Coordinating with Co – Workers

Coordination and Team played a significant role during my internship period at Leapfrog Technology. Since the Signetic Project involved multiple operational processes, effective communication and collaboration among team members were necessary to ensure smooth workflow management and timely claim processing.

Regarding claim updates, denied cases, workflow issues, and task management, I worked closely with supervisors, billing associates, and members of the operational team. Internal communication and team talks enhanced overall productivity and made it easier to resolve operational problems. Furthermore, I took responsibility for regular meetings with US clients to discuss new operational challenges, process enhancements, and claims-related issues. These sessions improved my professional communication abilities and gave me invaluable experience interacting with clients from around the world in cooperative work settings.

Working with co-workers also helped me improve teamwork, adaptability, problem-solving, and professional workplace behavior. The supportive and collaborative environment at Leapfrog Technology made it easier to learn new systems, understand workflows, and perform responsibilities effectively.

2.4 Job Process Diagram

The general workflow of my job responsibility during the internship can be summarized below:

1. Receive Patient Billing Information through the Signetic Portal:

Receiving patient billing and treatment information through the Signetic portal was the initial stage of the workflow. This involved going over insurance information, patient records, and claim-related data that needed to be processed.

2. Analyze and Verify Patient and Claim Details:

The patient data and claim details were thoroughly reviewed upon receipt to ensure they were accurate and comprehensive. In order to reduce claim rejection and maintain acceptable billing standards, verification was crucial.

3. Post Claims via Insurance Portals (Availity, BCBS, Medicaid, UHC, etc.):

Depending on the insurance company, verified claims were thereafter submitted through various insurance portals. To guarantee prompt claim processing and reimbursement, accurate claim posting was required.

4. Monitor the Status of Claims and Insurance Responses:

Following submission, insurance systems were used to track approvals, pending claims, and rejections on a regular basis. This maintained effective workflow and appropriate follow-up

5. Identify Denied or Rejected Claims:

If claims were denied or rejected by insurance companies, the denial cases were identified and separated for further review. Understanding the reason behind denial was an important part of the operational process.

6. Analyze Denial Reasons and Correct Errors:

The denial reasons were carefully analyzed to identify any missing information, incorrect details, or billing errors. Necessary corrections were then made to improve the chances of claim approval.

7. Resubmit or Forward Claims for Further Processing:

After corrections were completed, claims were either resubmitted to the insurance companies or forwarded to the appropriate department for additional processing and review.

8. Update Claim Records and Tracking Information using Excel and Operational

Systems: All claim activities and updates were recorded using Microsoft Excel and operational systems for proper documentation and workflow tracking. This helped maintain organized operational records.

9. Coordinate with Supervisors and Clients regarding Updates and Issues:

Regular communication was maintained with supervisors, team members, and United States clients regarding operational updates, claim issues, and workflow improvements to ensure smooth coordination and efficient operations.

2.5 Contributions as a Co-Op Student in the Company

During my internship period at Leapfrog Technology, I actively supported insurance claim processing and operational workflow management which helped with the Signetic project's healthcare billing operations. I contributed by correctly processing claims, identifying issues in claims, managing rejected claims, and ensuring claims were sent on time across various insurance platforms. My involvement helped the operational team in overseeing daily billing tasks and preserved workflow efficiency. I also contributed by systematically tracking claims using Microsoft Excel to update tracking data, and participating in team meetings to discuss operational challenges and workflow improvements.

I developed a professional understanding of healthcare operations through consistent communication with managers, colleagues, and foreign clients. I also helped to keep the project team's collaboration operating smoothly. Through the internship, I was able to put my academic knowledge to use in a real-world business setting and positively impact the organization's operational goals.

Chapter 3 : Learning Process

3.1 Problems/Issues of the Company

During my internship period at Leapfrog Technology under the Signetic project, I observed several operational challenges that could affect workflow efficiency and productivity. Since the project involved healthcare billing and insurance claim management for international clients, maintaining accuracy, timely processing, and smooth coordination was very important.

1.High Volume of Daily Operational Tasks:

The Signetic Project involved processing a large number of healthcare claims and operational tasks daily. Managing high claims volumes while maintaining accuracy and timely workflow sometimes made operations more complex during busy periods.

2.Adapting to Updated Systems and Workflow Procedure:

Healthcare operations frequently involve updates to systems, workflow, and procedures. New employees and interns often require time and continuous learning to fully adapt to the operational environment and understand the working process effectively

3. Different Insurance Policies and Claim Requirements:

Different insurance companies followed different claim procedures, documentation requirements, and submission policies. These variations sometimes resulted in claim rejections or delays, requiring employees to carefully review denial reasons and make necessary corrections before resubmission.

4.Maintaining Proper Documentation and Claim Tracking

A large amount of claim data and operational updates needed to be properly documented and monitored daily. Maintaining organized tracking systems was important to avoid duplication, delays, or missing claim information.

3.2 Proposed Solutions to the Identified Problems

1. Improve Workflow Planning and Task Distribution

The company can further improve workflow organization by distributing tasks more effectively among team members. Proper workload management can help maintain operational efficiency and improve timely claim processing.

2. Conduct Training and Guidance Programs Regularly

Regular training sessions and updated operational guidelines can facilitate faster adaption of systems and workflows procedure adaptation for staff members and interns. Accuracy, self-assurance, and overall may all increase as a result.

3. Different Insurance Policies and Claim Requirements

The company could provide occasional training sessions and updates on insurance policies and the various insurance providers' claim processes. Employees can process claims more effectively and minimize claim denials and delays by keeping up-to-date documentation guidelines and reference resources.

4. Enhance Digital Documentation and Tracking Systems

Maintaining accurate operational records and monitoring processes can be facilitated by enhancing digital claim-tracking and documentation systems. Additionally, wellorganized tracking systems can enhance overall operational management and reduce delays.

3.3 Recommendations to the Company

Based on my experience at Leapfrog Technology, I would like to provide the following recommendations or further improvements-:

- To increase operational efficiency, conduct more frequent training sessions on insurance policies and healthcare billing systems.
- To assist interns and new hires in quickly adjusting to workflows and operational systems, strengthen onboarding programs.
- To reduce human labor and operational faults, enhance workflow automation and tracking technologies.
- To increase productivity and cooperation, teams and supervisors should hold frequent feedback sessions and communication.

- To preserve a positive work atmosphere, keep encouraging employee learning, mentoring, and professional development opportunities.
- To assist teams operating under intense operational pressure, implement more stress reduction and staff wellness programs

3.4 Learning Outcome from the Co-Op Studies

The co-operative study at Leapfrog Technology provided me with valuable practical exposure and professional learning experiences that significantly contributed to my personal and career development. I've learned valuable knowledge about healthcare billing systems, insurance claim administration, denial handling protocols, and operational workflow management utilized in global healthcare initiatives during this internship under the Signetic project. Through the internship, I gained insight into how operational teams, insurance companies, and healthcare providers work together to ensure efficient claim processing and reimbursement..

I've learned about a number of insurance portals and healthcare operational systems during my internship, including BCBS, Medicaid, United Healthcare (UHC), Availity, and the Signetic portal. My analytical thinking, attention to detail, and operational problem-solving skills all improved when I learned how to process claims, determine denial reasons, correct claim problems, and resubmit claims. I also learned the importance of maintaining accuracy and confidentiality while handling patient-related information and healthcare operational records. My time management and multitasking skills also improved as a result of the internship. I learned to prioritize tasks and stay productive in a fast-paced workplace by managing daily operational tasks, claim processing, and workflow modifications within deadlines. Additionally, I discovered how crucial flexibility and ongoing education are in professional settings where workflows, processes, and systems are constantly changing.

Understanding workplace ethics, discipline, accountability, and duty within a corporate organization was another crucial learning objective. I was able to gain a better practical grasp of how businesses function in real-world scenarios, by observing professional work culture, departmental collaboration, and organizational workflow management. All things considered, the cooperative study experience helped bridge the gap between theoretical knowledge and real-world industry applications. It gave me invaluable industry experience, boosted my self-assurance,

sharpened my interpersonal and operational abilities, and equipped me for upcoming career challenges and prospects.

3.5 Application of the knowledge from Coursework the Real Working Situation

During the internship period , I was able to apply various concepts and knowledge during my academic coursework to real working situations at Leapfrog Technology.

My ability to coordinate effectively with managers, team members, supervisors, and foreign clients was strengthened by my knowledge of communication, business operations, teamwork, and management. I effectively managed daily duties and met operational deadlines thanks to the time-management and organizational skills I developed during my coursework.

When investigating rejected claims, identifying claim faults, and determining suitable solutions for resubmitting claims, analytical and problem-solving principles were applied. Additionally, I was able to quickly adapt to operational tools like Microsoft Excel, the Signetic portal, and insurance systems due to my computer-related coursework and experience with digital systems.

Through the internship, I gained insight into the practical application of theoretical business and operational ideas in a formal corporate setting.

3.6 Special Skills and New Knowledge Gained

The co-operative study at Leapfrog Technology provided me with valuable practical experience and professional learning exposure that significantly contributed to my personal and professional growth. During the internship on the Signetic project, I developed both technical and soft skills that helped me understand real-world healthcare operations and corporate work environments.

Technical Skills Developed:-

- Gained hands-on experience with insurance claim processing and healthcare billing systems.
- Learned how to handle, evaluate, and process insurance claims using programs like Availity, BCBS, Medicaid, and UHC.

- Gained knowledge of denial management processes, such as determining the grounds for denial and fixing claim mistakes.
- Enhanced operational workflow management through the use of digital healthcare systems and the Signetic portal.
- Improved proficiency with Microsoft Excel for workflow monitoring, operational documentation, and claim tracking.
- Learned about international insurance claim processing systems and healthcare operating procedures.
- Improved accuracy and attention to detail in managing operational records and billing data pertaining to patients.

Soft Skills Developed:-

- Improved professional communication skills through collaboration with international clients, team members, and supervisors.
- Enhanced ability for cooperation and teamwork when working in operational teams.
- Managing daily operations and deadlines helped me develop my time-management and multitasking skills.
- Greater flexibility in response to evolving technologies, procedures, and professional work settings.
- Improved analytical thinking and problem-solving skills while handling workflow problems and rejected claims.
- Increased professionalism and self-assurance as a result of attending meetings with International clients.
- Developed responsibility, accountability, and workplace discipline in a business setting
- Gained knowledge about collaborative working culture and professional ethics

Chapter 4 : Conclusion

4.1 Summary of my Highlights of My Co-Op Studies at Leapfrog Technology

My co-operative study experience at Leapfrog Technology on the Signetic project was very valuable and greatly contributed to my professional and personal development. During my internship I worked as a Medical Billing Operations Associate from February 9 to November 6 where I had the opportunity to gain hands-on experience with healthcare billing systems, insurance claim processing, operational workflow management, and international client communication.

A key aspect of my internship was the opportunity to work in a professional international setting while collaborating with supervisors, operational teams, and clients in the United States. The internship provided me with insights into how operational systems in healthcare and insurance claim management processes operate in a real corporate environment

Throughout the internship, I was involved in reviewing patient billing information, processing insurance claims, managing denied claims, correcting claims errors, resubmitting claims, and maintaining operational records using various insurance portals and digital systems. I also participated in regular client meetings where workflow updates, operational issues, and process improvements were discussed.

The internship opportunity enhanced my technical expertise, communication skills, teamwork, problem-solving, time management, and professionalism in the workplace. The collaborative study effectively bridged the divide between theoretical education and real-world industry experience

4.2 My Evaluation of the Work Experience

My work experience at Leapfrog Technology was highly positive, educational, and professionally rewarding. The company provided a supportive and collaborative working environment where employees and interns were encouraged to learn, contribute, and improve their professional skills.

The Signetic project gave me hands-on experience with healthcare operations and global workflow systems, deepening my knowledge of operational management and healthcare billing

processes. Collaborating with skilled supervisors and team colleagues enabled me to acquire professional workplace skills and enhance my operational effectiveness

I perceived the company culture as creative, supportive of employees, and focused on development. Team members were helpful and encouraging, facilitating interns' adjustment to the workplace and comprehension of operational systems. Participating in meetings with international clients also enhanced my confidence and skills in professional communication.

The internship allowed me to enhance my technical and interpersonal skills, equipping me for future career prospects in professional corporate settings

4.3 Limitations of My Co-Op Studies

1. Adapting to Complex Healthcare Billing System

During the initial stage of internship, understanding healthcare billing systems, insurance portals, and operational workflows was challenging. Since different insurance companies followed different procedures and systems, continuous learning and practice were required to adapt effectively.

2. Limited Access to Confidential Operational Information

Certain Healthcare related operational data and strategic processes had restricted access due to company policies and data privacy regulations. As a result, interns had limited exposure to some advanced operational and decision making activities within the organization.

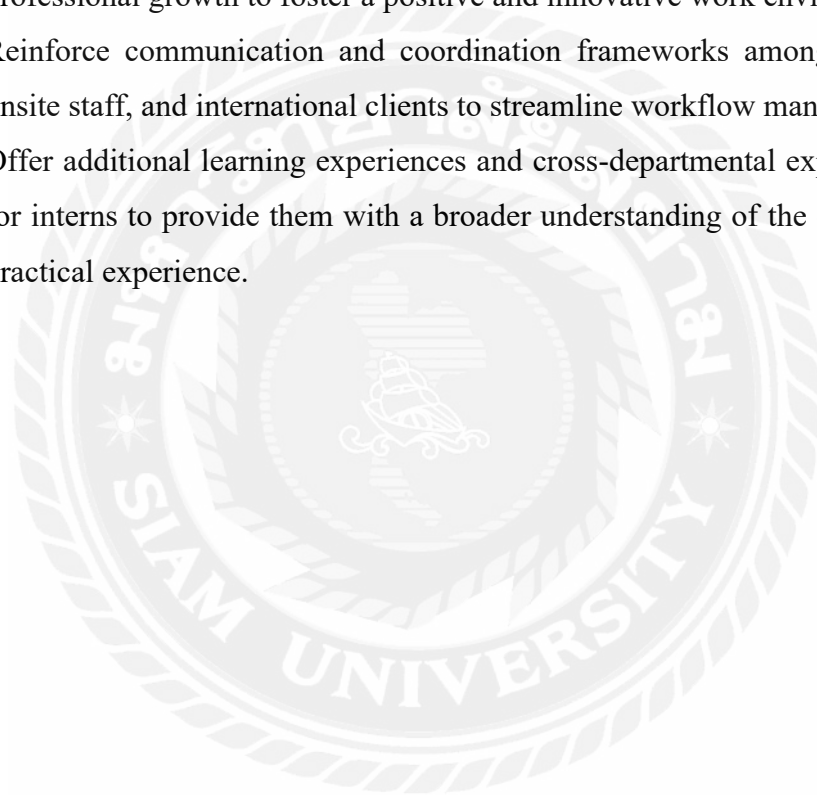
3. Managing High Volume of Daily Tasks

The operational workflow involved handling a large number of claims and updates daily. Maintaining accuracy while managing multiple tasks simultaneously required strong focus, organization, and time management skills.

4.4 Recommendations for the Company

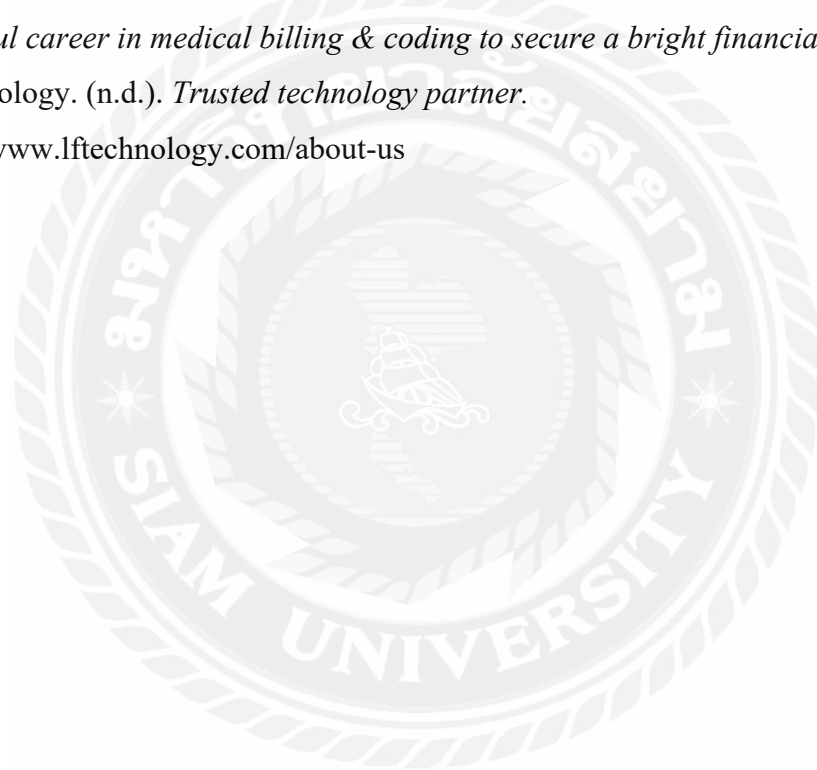
Based on my Internship experience at Leapfrog Technology, I would like to provide the following recommendations or further improvements :

- Implement more organized onboarding and training programs for interns and new hires to facilitate their quick adaptation to healthcare operational systems and workflows.
- Host regular workshops and sessions for knowledge sharing focused on insurance processes, operational systems, and best practices in workflow management.
- Enhance workflow tracking and documentation systems to boost operational efficiency and minimize processing delays.
- Continue to support employee learning, mentorship, and opportunities for professional growth to foster a positive and innovative work environment.
- Reinforce communication and coordination frameworks among remote teams, onsite staff, and international clients to streamline workflow management.
- Offer additional learning experiences and cross-departmental exposure programs for interns to provide them with a broader understanding of the organization and practical experience.



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Appendices

Table 2 : A Daily Work Update Diary

Week 1		
Date	Day	Task Assigned
Feb 9	Monday	<ul style="list-style-type: none"> • Onboarding and Orientation • Introduction to Company Policies, Culture, the Signetic Project Team
Feb 10	Tuesday	<ul style="list-style-type: none"> • RDP (Remote Desktop Protocol) and VPN setup and configuration; briefing by the IT team on secure access procedures for the Signetic billing environment.
Feb 11	Wednesday	<ul style="list-style-type: none"> • Comprehensive briefing by Job Supervisor Pratik Gauchan regarding medical billing operations, medical claims processing workflows, and the overall scope of the Signetic project.
Feb 12	Thursday	<ul style="list-style-type: none"> • Completed mandatory compliance training modules: HIPAA Course, IT Security Course, and PULSE Course as required by Leapfrog Technology and the Signetic client.
Feb 13	Friday	<ul style="list-style-type: none"> • Attended meeting regarding SOC 2 compliance standards and data security protocols applicable to the Signetic billing operations team.
Week 2		
Date	Day	Task Assigned
Feb 16	Monday	<ul style="list-style-type: none"> • Research on medical claims, Medicaid services, DME (Durable Medical Equipment) sellers, and types of insurance plans applicable to the Signetic billing workflow.
Feb 17	Tuesday	<ul style="list-style-type: none"> • Research on the Signetic portal, medical billing claim structure, claim lifecycle, and terminology used in U.S. healthcare billing and insurance reimbursement
Feb 18	Wednesday	<ul style="list-style-type: none"> • Training on the billing operations portal; research on medical billing concepts and insurance claim submission procedures conducted independently.

Feb 19	Thursday	<ul style="list-style-type: none"> • Training by Job Supervisor Pratik Gauchan on claim generation, management of rejected claims, denial reason codes, and initial claim correction procedures.
Feb 20	Friday	<ul style="list-style-type: none"> • Continued training sessions with Pratik Gauchan on billing operations workflows; review and consolidation of knowledge gained during the week.
Week 3		
Date	Day	Task Assigned
Feb 23	Monday	<ul style="list-style-type: none"> • Training on various insurance portals: Medicaid, HDMS (Home Delivery Management System), Innovalon, and Blue Cross Blue Shield (BCBS); portal navigation and interface familiarization
Feb 24	Tuesday	<ul style="list-style-type: none"> • Training on creating claims in the Signetic portal; adding physician details and registering new patients in the Signetic billing system.
Feb 25	Wednesday	<ul style="list-style-type: none"> • Training on conducting patient eligibility tests on the Innovalon portal; understanding eligibility verification workflows and documentation requirements
Feb 26	Thursday	<ul style="list-style-type: none"> • Training on checking and reviewing submitted claims on the Innovalon portal; understanding claim status interpretation and follow-up procedures
Feb 27	Friday	<ul style="list-style-type: none"> • Consolidation of training on Medicaid, HDMS, Innovalon, and BCBS portals; practice sessions on claim creation and eligibility verification workflows
Week 4		
Date	Day	Task Assigned
Mar 02	Monday	<ul style="list-style-type: none"> • Training by Cassie (U.S. Client) on the ACK Final Spreadsheet; understanding the structure, data fields, and completion requirements of the ACK Final tracking tool
Mar 03	Tuesday	<ul style="list-style-type: none"> • Worked on the M. Rogers ACK Final Spreadsheet; began processing and updating claim status entries as directed by Cassie and the operations team.

Mar 04	Wednesday	<ul style="list-style-type: none"> • Meeting with Cassie and the billing operations team regarding claims discussion; reviewed outstanding claims, identified issues, and clarified processing priorities.
Mar 05	Thursday	<ul style="list-style-type: none"> • Checked claim status on Availity, United Healthcare (UHC), and the Signetic portal; documented claim statuses and flagged items requiring follow-up
Mar 06	Friday	<ul style="list-style-type: none"> • Continued working on the M. Rogers ACK Final Spreadsheet; updated claim statuses and coordinated with team members on outstanding billing items.
Week 5		
Date	Day	Task Assigned
Mar 09	Monday	<ul style="list-style-type: none"> • Worked on the ACK Final Spreadsheet for M. Rogers; updated outstanding claim entries and reconciled processed claims against portal records.
Mar 10	Tuesday	<ul style="list-style-type: none"> • Training conducted by Phoby, Cassie, and Pratik Gauchan on problems regarding remittance updates on the Signetic portal; training on calling insurance companies for claim status verification.
Mar 11	Wednesday	<ul style="list-style-type: none"> • Worked on the ACK Final Spreadsheet for M. Rogers; • Worked on the Forwarded Claims Spreadsheet; • Checked patient eligibility and claim status on Availity and UHC portals.
Mar 12	Thursday	<ul style="list-style-type: none"> • Training by Cassie on checking eligibility and claim status on Medicaid Missouri, Mutual of Omaha, and Supplement Payers; • Worked on Forwarded Claims from Medicare.
Mar 13	Friday	<ul style="list-style-type: none"> • Training by Cassie and Phoby on Claims that need to be forwarded; • Worked on the Need-to-Forward Claims list; • Attended all-hands meeting with the wider Leapfrog community.
Week 6		
Date	Day	Task Assigned

Mar 16	Monday	<ul style="list-style-type: none"> • Worked on Claims to Forward spreadsheet; • Training on Error Claims conducted by Cassie; • Began working on Error Claims identification and correction.
Mar 17	Tuesday	<ul style="list-style-type: none"> • Continued working on Error Claims as directed; • Participated in Women's Day celebration event at the Leapfrog Technology office
Mar 18	Wednesday	<ul style="list-style-type: none"> • Worked on rejected claims for M. Rogers; • Documented rejection reasons and prepared corrected claims for resubmission.
Mar 19	Thursday	<ul style="list-style-type: none"> • Continued working on rejected claims for M. Rogers; • Updated tracking spreadsheets and coordinated resubmission timelines with the operations team.
Mar 20	Friday	<ul style="list-style-type: none"> • Attended Global All Hands Meeting with the entire Leapfrog Technology organization; • Updates from leadership on company performance, strategy, and upcoming initiatives.
Week 7		
Date	Day	Task Assigned
Mar 23	Monday	<ul style="list-style-type: none"> • Worked on the ACK Final Spreadsheet for M. Rogers; • Checked claim status across applicable insurance portals and updated tracking records accordingly
Mar 24	Tuesday	<ul style="list-style-type: none"> • Worked on M. Rogers Mound City claims; • Checked claim status and resubmitted applicable claims through the Missouri Health (MO Health) portal
Mar 25	Wednesday	<ul style="list-style-type: none"> • Continued working on M. Rogers Mound City claims; • Monitored resubmission outcomes and documented resolved claim statuses in the tracking spreadsheet
Mar 26	Thursday	<ul style="list-style-type: none"> • Worked on M. Rogers ACK Final Medicaid claims; • Identified outstanding Medicaid claims, verified statuses, and prepared documentation for resubmission

Mar 27	Friday	<ul style="list-style-type: none"> • Continued working on M. Rogers ACK Final Medicaid; • Coordinated with team regarding pending claims and updated all tracking records with current status information • Weekly all hands meeting
Week 8		
Date	Day	Task Assigned
Mar 30	Monday	<ul style="list-style-type: none"> • Sync-up meeting with Mousam Shakya regarding ongoing operations, workflow priorities, and outstanding billing tasks for the Signetic project
Mar 31	Tuesday	<ul style="list-style-type: none"> • Worked on M. Rogers ACK Final Medicaid claims; • Daily meeting with Cassie (U.S. Client) commenced from this week discussed claim priorities and operational updates
Apr 01	Wednesday	<ul style="list-style-type: none"> • Worked on M. Rogers ACK Final Medicaid; • Daily meeting with Cassie reviewed outstanding claims, forwarded items, and addressed any billing discrepancies raised by the client
Apr 02	Thursday	<ul style="list-style-type: none"> • Continued M. Rogers ACK Final Medicaid work; • Daily meeting with Cassie provided claim status updates and documented client instructions for workflow adjustments
Apr 03	Friday	<ul style="list-style-type: none"> • Worked on M. Rogers ACK Final Medicaid claims; • Daily meeting with Cassie end-of-week review of processed claims and planning for the following week's priorities • Weekly all hands meeting
Week 9		
Date	Day	Task Assigned
Apr 06	Monday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie discussed St. Joe claim priorities and updated clients on weekly progress.
Apr 07	Tuesday	<ul style="list-style-type: none"> • Continued working on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie

Apr 08	Wednesday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie coordinated on forwarded claims and followed up on pending insurance portal responses
Apr 09	Thursday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie updated tracking spreadsheet and discussed items requiring escalation to insurance companies.
Apr 10	Friday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie • Weekly all hands meeting
Week 10		
Date	Day	Task Assigned
Apr 13	Monday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie — discussed claim priorities; • Attended Business Continuity and Disaster Management training session
Apr 14	Tuesday	<ul style="list-style-type: none"> • Continued working on ACK Final M. Rogers St. Joe; • Daily meeting with Cassie reviewed outstanding St. Joe claims and coordinated resubmission timelines with the team
Apr 15	Wednesday	<ul style="list-style-type: none"> • Worked on M. Rogers Medicaid ACK Final claims; • Daily meeting with Cassie provided Medicaid-specific claim status updates and addressed client queries on billing discrepancies.
Apr 16	Thursday	<ul style="list-style-type: none"> • Continued M. Rogers Medicaid ACK Final; • Daily meeting with Cassie
Apr 17	Friday	<ul style="list-style-type: none"> • Worked on M. Rogers Medicaid ACK Final claims • Weekly all hands meeting
Week 11		
Date	Day	Task Assigned
Apr 20	Monday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie discussed weekly priorities and reviewed outstanding claim statuses from the previous week

Apr 21	Tuesday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie coordinated on escalated claims and documented client instructions for specific billing items
Apr 22	Wednesday	<ul style="list-style-type: none"> • SICK LEAVE
Apr 23	Thursday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie
Apr 24	Friday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie • Weekly meeting
Week 12		
Date	Day	Task Assigned
Apr 27	Monday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie and operations team
Apr 28	Tuesday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie
Apr 29	Wednesday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims • Happy Hour Painting Session
Apr 30	Thursday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie and team
May 01	Friday	<ul style="list-style-type: none"> • LABOR'S DAY HOLIDAY
Week 13		
Date	Day	Task Assigned
May 04	Monday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie
May 05	Tuesday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie
May 06	Wednesday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie
May 07	Thursday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie and team reviewed claim resubmission

		outcomes and discussed items requiring further follow-up with insurance portals.
May 08	Friday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe claims; • Daily meeting with Cassie • Weekly meeting
Week 14		
Date	Day	Task Assigned
May 11	Monday	<ul style="list-style-type: none"> • Worked on ACK Final M.Rogers St.Joe claims , • Daily meeting with cassie
May 12	Tuesday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie
May 13	Wednesday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie
May 14	Thursday	<ul style="list-style-type: none"> • Continued ACK Final M. Rogers St. Joe; • Daily meeting with Cassie
May 15	Friday	<ul style="list-style-type: none"> • Sick Leave
Week 15		
Date	Day	Task Assigned
May 18	Monday	<ul style="list-style-type: none"> • Worked on ACK Final M. Rogers St. Joe , • Daily meeting with Cassie
May 19	Tuesday	<ul style="list-style-type: none"> • Continued working on ACK Final Spreadsheet, • Daily meeting with Cassie
May 20	Wednesday	<ul style="list-style-type: none"> • Continued working on ACK Final Spreadsheet, • Daily meeting with cassie
May 21	Thursday	<ul style="list-style-type: none"> • Continued working on ACK Final, • Meeting with cassie
May 22	Friday	<ul style="list-style-type: none"> • Weekly Meeting with whole Leapfrog Company • Worked on ACK Final Spreadsheet
Week 16		
Date	Day	Task Assigned

May 25	Monday	<ul style="list-style-type: none"> • Worked on Ack Final Spreadsheet • Searched Claims on various medical portal like Availity, UHC, Medicaid
May 26	Tuesday	<ul style="list-style-type: none"> • Worked on ACK Final Spreadsheet • Searched claims on Medicaid, UHC, Availity • Daily meeting with Cassie about claims errors
May 27	Wednesday	<ul style="list-style-type: none"> • Continued working on ACK Final claims • Daily meeting with cassie where we discussed problems in claims
May 28	Thursday	<ul style="list-style-type: none"> • Continued working on ACK Final claims • Daily call with cassie and billing operations Team
May 29	Friday	<ul style="list-style-type: none"> • Weekly All hands with whole Leapfrog • Worked on ACK Final • Happy Hour (played games)

Photo Gallery



Fig 6 and 7:- Women's Day Celebration in Leapfrog



Fig 8 and 9:- Typical Working Day in Leapfrog



Fig 10 & 11 : Painting Activity in Leapfrog