



ABU RAMEES PAROKKOT

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DUBAI

CORE PROFICIENCY

- Insurance Coordination
- Medical Coding (ICD 9 & ICD 10)
- MS Office
- Team Building
- Staff Roster
- Interpersonal Skills
- Report generation
- Budget Preparation
- Records management
- Executive support

PROFESSIONAL EXPERIENCE

Noor Al Shefa Group of Clinics and Pharmacy (Mar 2021 – present)

www.nooralshefa.com



❖ Insurance Manager

- Coordinating with insurance companies for obtaining information on new policies and their coverage.
- Responsible for TPA Empanelment's for the Old & New Units.
- Responsible to ensure timely renewal of clinic and pharmacy empanelment's with Insurance Companies.
- Encoding claims data into E-claims system with correct ICD, CPT, DDC & HCPCS Codes as per DHA guidelines on a timely manner.
- Evaluating medical claims encoded in E-claims prior to submission to minimize rejection rate.
- Regularly check the DHPO E-claims system for Remittance.
- Allocate and inspect payments received from DHPO to the company's Statement of Account.
- Review accounts receivable reports, insurance contracts, weekly and monthly reports.
- Maintain low-loss ratios.
- Liaise with auditors to ensure appropriate monitoring of company finances is maintained.
- Conduct audits to ensure compliance with internal and external policies.
- To coordinate and cooperate with colleagues of the same department and other related departments for smooth running of Insurance operations.
- Supervise insurance staffs on monthly Re-submission and Submission.
- Perform insurance functions as needed, including processing claims, billings, and policy changes.
- Ensuring that the insurance team understands its duties and its role within the organization.
- Maintain responsibility for performing all duties in compliance with related legal/statutory, regulations, professional standards, responsibilities and obligations and insert as applicable.
- Manage, direct and monitor insurance activities and the overall performance of the team to increase efficiency and maximize performance.

Noor Al Shefa Clinic Branch Al Quoz (Jul 2018 - Mar 2021)

www.nooralshefa.com



❖ **Insurance Coordinator**

- Perform approvals for Medical Procedures by Coding Outpatient Medical records applying DHA guidelines utilizing the entire sets of ICD 9 & ICD 10, CPT, DSL codes.
- Monitor DHPO Portal, Handling E-Claims and E-Prescription.
- Interacting with insurance companies to resolve direct billing and reimbursement claims issues.
- Monitor invoice processes to ensure invoices from external medical providers billed as per the agreed tariff and discounts and in accordance with the exclusion policy given by insurance company.
- Ensures that all Insurance issues and grievances are raised to the respective Insurance Companies and TPA's and be resolved the soonest time possible.
- Assist patients or clients with insurance information. Should be available to answer questions and help clients fill out necessary forms. Sometimes responsible for resolving disputes those patients may have about insurance payments.
- Coordinates Medical Practitioners (GP and Specialist), Nurses, and Receptionists to ensure that the policies and procedures followed to minimize future errors and rejections.
- Assisting invoicing department in insurance processing and billing.
- Determine the insurance policy coverage, including, but not limited to, diagnosis, clinical procedures, investigations, medications, limits of coverage, patient responsibility, referral authorization requirements (approvals) and lead-time thereof, etc.

Noor Al Shefa Clinic Branch Al Quoz (Aug 2019 - Mar 2021)

www.nooralshefa.com



❖ **Clinic In charge**

- Duty arrangements of staff
- Timely checking the efficiency of medical equipment's with the help of staffs and rectifying them as early as possible.
- Attending DHA Inspection and rectifying the issues raised by Dha inspector with the help of clinic management.
- Design and implement business strategies to help the clinic meet organizational goals.
- Improve staff -patient interaction through patient satisfaction tools.
- Managing patient complaints and assuring patient and physician rights are upheld.
- Managing health advertisement and marketing of healthcare products.
- Maintaining clinical records DHA policies, Referral Policies, Falls Prevention Management Programme, Sentinel Event Policy, Infection Prevention and Control Policies, Complains Management Policies, Pest Control Contract, Facility License and Professional license of Doctors and Nurses, Medical Malpractice Certificate Etc.

Al Hiba Medical Group – Kingdom Of Saudi Arabia (Nov 2014 – Sep 2017)

www.alhibapolyclinic.com



❖ **Specialist – Health Insurance**

- Authoritative in handling nationals and Arabic Speaking Customers
- Administrative responsibilities for handling and submitting Supporting documents for Ministry of Health.
- Responsible for handling insurance of companies like Mednet, Globemed, Saico, Saudi Enaya, Saudi Nextcare, Medgulf, Bupa.
- Responsible for assuring insurance table of benefits, verification, prior approvals, and all authorization requirements
- Coordination with different Departments

- Contact Insurance and patients for resolution
- Update any information if necessary
- Make and necessary corrections, re bill or change to self-pay
- Obtain requested materials and sent to insurance.

Nissan Auto India - EVM – India (Jun 2013 – Sep 2014)



❖ Coordinator - Sales

- Assist in negotiation with customers on Sales and Exchange.
- Responsible for checking and reporting the Calls and Mails to respective Executives
- Assisting in Customer complaints and resolution.
- Received Recognition Award for large contribution to the team.
- Supported and Motivated Staff members to achieve the individual and team targets.
- Responsible for reporting to Sales Manager.

Intern

❖ A.M Motors, Head office, India Platinum Dealer of Suzuki Vehicles. (Dec 2011 to Mar 2012)

- Administrative duties
- To review the after sales service offered to the customer
- Assessment of levels of satisfaction perceived by the customer.



ACADEMIC QUALIFICATION

❖ Bachelor of Business Administration – 2013

Specialization: Customer Relationship Management
 Bharathiar University - India
 Point of Contact for the Batch

COMPUTER SKILLS

- Proficient with computers, able to navigate on Microsoft and Ma systems with ease.
- Intermediate in C++ Programming.
- Excellent in Microsoft Office Packages.

ACHEIVEMENTS

- Various seminars and workshops on time management, performance management.
- Attended various National Seminars, Industrial Visits & Management meets.

PERSONAL INFORMATION

- Driving License: : Light Motor Vehicle, United Arab Emirates
- Driving License : Light Motor Vehicle, Kingdom of Saudi Arabia
- Languages Known: : Arabic, English, Hindi (Professional Proficiency)
 Malayalam, Tamil (Native Proficiency)
- Nationality : Indian
- Year of Birth: : 1992
- Visa Status : Employment Visa