



Sosamma Mathew

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Career Objective

I aspire to belong to a reputed organization wherein my abilities would be put to test, meet expectations of both my superiors and colleagues, and strive towards success. A challenging work environment, that will allow growth into position of broader responsibility where priority is laid on quality performance and customer satisfaction, would best suit to prove my worth.

EXPERIENCE

Working as a **Medical Insurance coordinator cum Receptionist** in Al Rahah medical centre, Sharjah. (April 2016 - March 2017) (April 2018-present)

My responsibilities as Insurance coordinator includes:

- Obtaining approvals for medical procedures
- Working with coding especially in the ICD-10-CM and CPT coding systems
- Electronic report of the E- claims to the payers to inform them of approved claims and settlement amounts
- Assisting with invoicing for insurance processing and billing
- Work closely with insurance companies to obtain accreditation as a provider
- Communicate and follow up with insurance companies regarding eligibility, payments, approvals, reconciliation and other requirements.
- Abstract information from medical records following established methods and procedures
- Help educate staff in insurance matters.
- Help design and implement a protocol for insurance practices in the medical centre.
- Maintain and update records related to pre-approvals and reconciliation.
- Good communication with colleagues of the same department and other related departments for smooth running of Insurance operations.
- Sequence the diagnoses and procedures using coding guidelines

My responsibilities as medical receptionist includes:

- Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone, answering or referring inquiries.
- Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.

- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Coordinates and liaises with insurance network representative with regards to approval, requests, benefits and other insurance concerns.
- Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, and collecting.
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Enters all data of patient visit in an electronic system including tests performed, diagnosis, insurance treatment and issues invoice for payment collection at the cashier.
- Accommodates and composes patient request such as a medical report (personal and insurance), sick leaves and other certificates/letters.
- Coordinates with the third party medical billing company and clarify insurance related queries and resubmit rejected claims.
- Maintains operations by following the policies and procedures.

Academic		
<u>Post Graduate Diploma in Hospital Administration</u>	Institute of Management Studies YMCA-New Delhi, India.	Aug, 2013 – May, 2014
	<p>Subjects covered in PG:</p> <ul style="list-style-type: none"> • Principles of Hospital Management. • Management and organization behaviour. • Public health and role of hospital. • Logistic management and equipment maintenance. • Community health and administration. • Contemporary issues and challenges in healthcare. • Laws on hospital administration. • Hospital planning and support services. • Human resources management. • Financial management. • Epidemiology and biostatistics. 	
Medical Record officer Trainee	<p><u>Work History</u></p> <p>St. Stephens Hospital, New Delhi June, 2014</p>	
Professional - Health Care		
<u>B.Sc. Nursing (post basic)</u>	Jiwaji University, Gwalior Madhya Pradesh, India.	2010 –2012
Staff Nurse	<p><u>Work History</u></p> <ol style="list-style-type: none"> 1. Holy Angels Hospital, New Delhi 2. Fortis Healthcare Centre (Multi-speciality Hospital), New Delhi 	

<p><u>Diploma in General Nursing</u></p> <p>General Nurse</p>	<p>RR School of Nursing, Gurgaon (Haryana), India.</p> <p style="text-align: right;">2006 –2009</p> <p><u>Work History & Training</u></p> <ol style="list-style-type: none"> 1. Railway Hospital, New Delhi 2. Vimhans Neuro Hospital, New Delhi 3. Sheetala Hospital, Gurgaon 4. Civil Hospital, Gurgaon.
<p>Personal Details</p>	<p>Date of Birth : 26th July, 1988 Nationality : Indian Gender : Female Marital Status : Married Languages : English, Hindi, Malayalam, Tamil. Visa Status : Husband Visa</p>
<p>Skills</p>	<ul style="list-style-type: none"> • Good Communication skill. • Responsible and accountable. • Keen to learn and apply. • Documentation and Filing.
<p>Computer Skills</p>	<ul style="list-style-type: none"> • Microsoft Excel • Microsoft Power point. • Microsoft Word <p><i>Reference can be provided on request</i></p> <p>I declare that the information given above is true to the best of my knowledge.</p> <p>Place : SHARJAH SOSAMMA MATHEW</p>