

## **JOSNA JAYARAJ**

Sharjah, UAE | +971 585865175 | [josnajayaraj@gmail.com](mailto:josnajayaraj@gmail.com)



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### **PROFESSIONAL SUMMARY**

Detail-oriented and highly organized Insurance Coordinator with expertise in medical coding, claim processing, and insurance operations. Adept at handling claim submissions, denials, resubmissions, and reconciliation processes to ensure efficient insurance operations. Strong analytical and communication skills, with the ability to liaise effectively between healthcare providers, insurance companies, and third-party administrators (TPAs).

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### **SKILLS & EXPERTISE**

- Claim Submission & Monitoring (Eclaim & Riayati)
- Denial Management & Resubmission
- Insurance Empanelling & Contracting
- Payment Follow-Up & Reconciliation
- Medical Coding (CPT, ICD-10, HCPCS)
- Billing Discrepancy Resolution
- Customer Service & Patient Support
- Analytical & Problem-Solving Skills
- Proficiency in MS Office & Medical Software
- Strong Communication & Interpersonal Skills

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### **PROFESSIONAL EXPERIENCE**

#### **Insurance Coordinator**

##### **Z'Neem Healthcare Group (2023 – Present)**

- Managed insurance claim submissions through Riayati and Eclaim systems, ensuring accurate processing.

- Analysed claim rejections, investigated denied claims, and resubmitted them with necessary corrections.
- Followed up on outstanding claims, collaborating with insurance companies to expedite payments.
- Acted as a liaison between healthcare providers and TPAs, resolving inquiries and claim disputes.
- Assisted in negotiating contracts and discount percentages with TPAs to optimize cost structures.
- Conducted claim segregation for audits and ensured compliance with insurance regulations.

#### **Lab Assistant**

**Pepper Research Station, Panniyur | Kannur, India (2019 – 2020)**

- Assisted in laboratory testing, data recording, and research documentation.
  - Maintained accurate reports and ensured compliance with research protocols.
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#### **EDUCATION & CERTIFICATIONS**

- **MSc Biotechnology**, Kannur University | 2015 - 2017
  - **BSc Microbiology**, Kannur University | 2008 - 2011
  - **AAPC CPC-A Certification** | Score: 91%
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#### **LANGUAGES**

- English | Hindi | Malayalam
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#### **VISA STATUS**

- Spouse Visa