# ASAD - M.D.

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**SUMMARY OF WORKING DISCIPLINE:**

Excellent communication skills shown with supervisors, colleagues, and general public, identify issues, form hypotheses, design and conduct analyses, synthesize conclusions into recommendations, and implement change. Self-starter, disciplined, confident, and goal oriented. Adept at giving superior giving written and oral presentations to groups of experts. Motivate members of team towards a common goal.

**EMPLOYMENT HISTORY/ATTENDED HOSPITALS:**

* **AUGUST– 2014** **NEXTCARE TPA - UAE**

Claims management officer

* **Implementing Policies & Procedures as per Published Guidelines.**
* **Receiving Customer’s inquiries/feedback/complaints through inbound calls.**
* **Capture & Register feedback in system.**
* **Providing verbal & Written Approvals for clinics, Hospitals, Diagnostic centers & Pharmacies.**
* **Working on reimbursement of company’s patients and doing claims entries in system.**
* **Meeting with clients, proving presentations & conduct out bound calls for various business needs.**
* **Performing shift duties.**
* **Scrutinizing reimbursement as per policy coverage ,terms and conditions.**
* **Maintanining the TATs for approvals**
* **Making approvals budget report**.
* **Adjudicate and process Claims within the agreed company service level agreement**
* **Making sure that the agreed discount for each hospital is properly applied**
* **Encoding each claims in an accurate manner with speed for insuring the completeness of each batches before the given deadline.**
* **Reviews all (Out Patient and In Patient) medical reports and billing for any discrepancy such us unregistered medications, not covered services, over charges, wrong discount on services and medications, wrong deductibles, no prior approval for services that needs approval, duplicated invoices, unjustified medical services and medications.**
* **Clarify, review and resolves any medical issue with our medical doctors, supervisor and claims manager.**
* **Reporting any possible fraud and abuse for further investigation.**
* **Giving support to other staff for any issue regarding Approvals, Billings and other Insurance Matters.**
* **Training newly hired employee for Claims Processing and making sure they follow the adjudication Policies and Procedure set by the management.**
* **Auditing and finalizing the report for final settlement.**
* **Ensure stipulated service standards and qualities are met.**
* **Giving approval or rejection for Outpatient, Dental and Optical request thru fax and online approval system in accordance to insurance regulation by the Council of Cooperative Health Insurance.**
* **Requires dealing with in-patient whenever needed.**
* **Respond to customer enquiries accurately and professionally and if necessary, liaise with other departments for support to ensure an efficient and professional response is given thereby achieving customer satisfaction**
* **Scrutinizing invoices against gross inconsistencies of costs associated with various types of treatment and/or as per the agreed tariffs and discounts**
* **Work efficiently and effectively to eliminate any chances of fraud and abuse over a claim, identifying Fraudulent Cases and investigating the authenticity of documents and forwarding suspicious cases to fraud investigation department.**
* **Accurately audit high cost claims and manage medical claims received and to settle them in accordance to liability and as per policy terms and conditions**
* **MAR2010- AUGUST 2014** **GULF DIAGNOSTIC CENTRE HOSPITAL –ABUDHABI**

AS Medical Auditor & Medical resubmission officer/Claims Analyst

**AS Medical Auditor**

* **Ensuring consistency of drafted bills with actual medical services provided and prescribed regulations with DRG,PERDIAM ,HCPCS,CPT CODES**
* **Managing and monitoring Documents Coding System**
* **Apprising the top management authorities with audit reports**

**As Medical resubmission officer/Claims Analyst**

* **Resubmission of rejected claims of all (22) insurance companies**
* **To plan and allocate the duty of downloading Remittance Advice from HAAD website. Upon downloading, scrutinizing rejected claims in line with denial codes.**
* **Downloading remittance advice from the HAAD site**
* **Checking medical records (in EMR) for clarification of rejection from insurance companies**
* **Sending file request to Medical records department for clarification of rejection from insurance companies**
* **Coordinating with doctors related to the medical record of patients**
* **Identifying the causes of rejections and notifying to the concerned departments.**
* **Coordination with Accounts Department for procuring the allocated data**
* **Team work done with insurance coordinators for resubmission**
* **Coordinating with billing staff for procuring new corrected Invoices**
* **Coordinating with all counters to collect and verify details of rejection.**
* **Resubmission of rejected claims before targeted time to KEH.**
* **While resubmitting the claims to KEH, clearing all the xml errors and then resubmitting.**
* **Making sure that the final (rejected claims) resubmission with minimal level.**
* **Submitting the primary claim submission of all (22) insurance companies.**
* **Coordinating with claim processing team to submit the claims submission on time.**
* **Submitting the xml files in KEH batch wise to all (22) Insurance companies.**
* **While submitting the claims to KEH, clearing all the xml errors and then submitting without error.**
* **To ensure that submission is completed within stipulated time frame. To keep updated with HAAD validation rules so as to enable me to rectify various errors during the time of submission.**
* **Correcting the claims if any rejection (primary submission) comes from insurance companies.**
* **To clarify my queries from all (22) insurance companies about submission and resubmission via mail and phone.**
* **To attend meetings in insurance companies with my team.**
* **Preparing submission status report of various insurance companies and sending to manager**
* **Teaching and explaining reconciliation and resubmission work to new doctors.**
* **Giving orientation to nurses regarding updates on Insurance companies.**
* **February 2010 – Feb 2011** **Medical General Hospital, Karachi - Pakistan**

As R.M.O (Only on Sunday from 9:00 A.M to 9:00 P.M)

* Attending Patients & OPD Cases Particularly - NICU, PICU & ICU Cases
* **August 2008 – Dec 2010**  **Shahrukh Hospital, Karachi – Pakistan**

As R.M.O (Monday - Saturday from 3:00 to 9:00 P.M)

* Attending Patients & OPD Cases Particularly - NICU, PICU & ICU Cases
* **TEACHING EXPERIENCE-BAQAI MEDICAL UNIVERSITY- FEB 2008-FEB 2011**

Lecturer and medical instructer in Baqai medical university-Pakistan.

Main subject-internal medicine .

**INTERNSHIP HISTORY:**

* Internal Medicine & Surgery **Regional Hospital of Lugansk State Medical University**

Ukraine, Russia

**Jan 2007 – Jul 2007**

* Medicine (House Officer) **Abbasi Shaheed Hospital**

CDGK – Karachi, Pakistan

**01 Aug 2007 – 31 Jan 2008**

* Surgery (House Officer) **Abbasi Shaheed Hospital**

CDGK – Karachi, Pakistan

**01 Feb 2008 – 31 Jul 2008**

* E.N.T  **Abbasi Shaheed Hospital**

CDGK – Karachi, Pakistan

**Jan 2009 – Dec 2009**

**PROFESSIONAL QUALIFICATION:**

* M.B.B.S General Medicine **Lugansk State Medical University - Ukraine.**

1998-2007

* Short Course in Neurology **Aga Khan University Hospital – Karachi**

1 Month Duration in October 2008

**GENERAL QUALIFICATION:**

* Higher Secondary School Certificate **Pakistan College in Muscat – Oman**

Federal Board Islamabad- Pakistan

1996-1997

* Secondary School Certificate – S.S.C **Pakistan School in Muscat – Oman**

Federal Board Islamabad- Pakistan

1993-1995

**CLINICAL CODING WORKSHOP:** Attended Workshops on Clinical Coding

From Haad Authority – Abu Dhabi

On 8th March 2013 (5hrs) & 2nd May 2013 (3 hrs)

**COMPUTER ACQUAINTANCE:**

* Familiar with computer and IT environment.
* Being well versed in **MS WORD, MS EXCEL, POWER POINT and MS WINDOWS (version 98, 2000 and XP Service Pack 3) & DATA BASE.**

**PERSONAL DETAILS:**

* Full Name Asad
* Date Of Birth 5th May 1979
* Nationality Pakistani
* Visa Status employment visa
* Marital Status Married
* Languages Excellent spoken and written Command in English & Urdu

Good Spoken and Written Command in Romanian & Arabic

**REFERENCES:**

Will be available on request