ARLENE

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**E**ducation

**Bachelor of Science in Nursing**

Northwestern University, Philippines

Graduate

Certifications

***Certified Coding Specialist Exam Preparation Boot Camp (AHIMA)***

**Abu Dhabi, UAE**

4-5 November 2017

***AHIMA Workforce Workshop: CDI and ICD 10 Coding***

11 February 2017

**KEY SKILLS**

Knowledge of Medical Terminologies, Expertise in CPT Codes and ICD 10, knowledge in eClaim Link, Decision Making and Good Judgment, Problem Solving and Analytical Skills, Excellent in Customer Skills, Can work without Supervision.

**WORK EXPERIENCE(s):**

**INSURANCE COORDINATOR-INSURANCE CLAIMS/PREAUTHORIZATION Sharif Eye Center**

Dubai Health Care City, UAE

October 2017-Present

Job Description:

* Obtaining insurance pre authorization through eclaim link portal
* Submit claims and work rejects for claims submission, daily - Check for data errors
* Check and download the XML Remittance Advice and follow up for any missing remittance advice.
* Analyzing the rejection from the remittance Advice.
* Sort out the rejection as per denial reason.
* Preparing rejected claims for resubmission.
* Submitted the claims with proper codes

**INSURANCE COORDINATOR –PRE AUTHORIZATION/CODER**

**Al Moosa Clinics and Day Surgery Center**

Al Wasl Road, Jumeirah Dubai

September 2015- August 2017

Job Descriptions:

* Obtaining insurance preauthorization through online designated portal link
* Verifying patients’ insurance coverage.
* Reviewing and analyzing patient medical records to ensure all applicable patient data is available for coding
* Follows protocol for proper authorization and processing of all therapy services ordered by the designated Doctor’s.
* Document all information in computer system
* Notifies clinical staff and patient’s family of authorization status as needed.
* Coordinating, liaising a n d between insurance companies regarding eligibility,

payments, approvals reconciliation and other requirements.

* Review patient medical records and assigned codes to diagnosis and procedures performed

so the facility can bill insurance.

* Coding treatment information using Common Procedure Terminology (CPT) codes
* Handling online DHA sick leave certificate and assigned ICD codes to diagnosis.

**MEDICAL RECEPTIONIST/ INSURANCE COORDINATOR The Lakes Clinic (Dental & Medical Center)** JLT HDS Tower 1807 Dubai, UAE November 2010- August 2015

Job Descriptions:

* Coordinating, Liaising and networking between insurance companies regarding eligibility, payments, approvals, reconciliation and other requirements.
* Responsible for filing and tracking insurance claims and informing patients of their claims status.
* Prepare insurance forms and associated correspondences
* Process insurance claims through eclaim link in a timely manner
* Entertain patient’s queries regarding unpaid balances
* Liaise with patients regarding their insurance eligibility and entitlements
* Maintain strict confidentiality related to medical records and other data
* Pre-authorization disputes between Doctors and Insurance Companies
* Maintaining electronic and hard copy filing system.
* Sorting and distributing incoming correspondence

**MEDICAL RECEPTIONIST**

Al Shifa Al Khaleeji Medical Center

Clock Tower, Dubai UAE

March 2009 - December 2010

Job Descriptions:

* Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
* Ensures availability of treatment information by filing and retrieving patient records.
* Maintains patient accounts by obtaining, recording, and updating personal and financial information.
* Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting third-party claims.
* Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
* Protects patients' rights by maintaining confidentiality of personal and financial information.
* Maintains operations by following policies and procedures; reporting needed changes.
* Contributes to team effort by accomplishing related results as needed.
* Provide general administrative and clerical support.
* Answers calls from customers regarding their inquiries prepare and modify documents including correspondence, reports, drafts, memos and emails

**DECLARATION**

*I hereby confirm that the above information provided by me is true to the best of my knowledge. Further I would be glad to provide any other information required by you. Thank you for your kind attention and taking time to go through my CV.*

**Arlene**