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# MD. Masudur

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# 7 years (+) of GCC Experience

**(Overall 13 years of Experience)**

##### CAREER SUMMARY

* Overall 13 years of experience in Accounts & Finance, Administration, Patient Access, Denial Management, Claim Process, Health Insurance coordination, Patient Financial Counseling, Customer Service in Healthcare, Electronics & Consumer Goods, Life Insurance and Education sector.
* More than 7 years of GCC experience with the renowned Healthcare and FMCG brand. Worked as Government Employee in UAE.

1. **Al Mafraq Hospital (SEHA), Abu Dhabi, UAE**
2. **National Panasonic Qatar**

* Worked in different markets in UAE, Qatar and Bangladesh
* Experience to manage huge patient (500 to 1000)/ customer flow and liaise with big insurance brands, Government and different other bodies
* Special assignment in Inpatient, Outpatient, Oncology, Pre-admission, Physiotherapy, Radiology, Emergency and Insurance Department
* Successfully managed Medical College Administration and Vice Chancellor’s Office
* Good speaking knowledge in English, Hindi, Urdu and average in Arabic. Native Bengali.
* Performed different roles, including **Insurance and Patient Financial Officer, Assistant Claims Officer** in **UAE, Customer Service & Account Assistant** in **Qatar, Medical College & Vice Chancellor’s Secretary and Insurance Development Officer** in **Bangladesh.**

##### JOB DETAILS

**Al Mafraq Hospital (SEHA), Abu Dhabi, UAE April 2009 – April 2016**

1. **Insurance and Patient Financial Service Officer – January 2014 to April 2016**
2. **Assistant Claims Officer – April 2009 to December 2013**

**Insurance and Patient Financial Service Officer – January 2014 to April 2016**

## Ensure patient payment liability is resolved post patient stabilization. Perform insurance verification process on all third party payers, obtains initial and subsequent pre-authorization for services and surgeries.

## Ensure all insurance, and eligibility information is obtained and entered into the system in an accurate manner.

## Contact with all GOP signed patient, companies and different vendors for the payment. Documents financial counseling process and forward to billing office.

## Re-verifies benefits and obtains authorization and/or referral after treatment plan has been discussed, prior to initiation of treatment. Ensures appropriate signatures are obtained on all necessary forms.

## Helping patients with their insurance by getting treatment plans and cost estimates prepared complying by the facility pricing structure and the rules for the different patient categories including self-payer with implementation.

## Utilizes the summary of patient reimbursement and liability form and obtains appropriate approvals as required complying by the rules and the contractual terms and agreement with the insurance companies.

## Checking and reviewing the approved procedures code for inpatient and outpatient from the insurance company with the facility coders and service points.

## Following-up the claims submitted for approval to the insurance companies and Responding to verbal and written inquiries in a timely manner.

## Maintaining and updating documents and insurance records such as eligibility, medical reports, treatment plan, claim amounts etc.

## Communicating with different insurance, sponsors and the patients for the purpose of account verification and details of payment.

## Handling international patients including coordination, follow-up and understanding of international health insurance business programs.

**Assistant Claims Officer – April 2009 to December 2013**

## Responsible for double checking the claims with the following requirements needed for submission and resubmission.

## Auditing and reporting of processed claims as per statement of accounts submitted by the payer before reporting to finance and accounts.

## Filing the documents as per needed.

## Case management and double checking for the assign codes of particular diagnosis, procedures and medicines using the ICD-10, CPT-4 and HCPCS guidelines.

**Mother & Child Hospital Medical College, Chittagong, Bangladesh**

**(Aug 2006 to Oct 2007)**

**College Secretary**

## Manage daily schedules of Principal appointments

## First point of contact for students and a variety of internal and external clients and colleagues.

## Arranging meeting & appointments of Doctors

## Handle College Office correspondence of internal & external affairs.

## Responsible for storekeeping, systematic filing of data & records of the college

## Travel & Hotel managements of concern Doctors who are from home and abroad

## Attends College meetings when required and takes minutes.

## Support all the activities for the concern departments of the medical college & Hospital

## Support all the activities of college student’s affairs.

## Maintaining daily college office work such as safety record, Maintenance record of test equipment/instrument of laboratory, and store related works.

## Performs administrative duties for the office of the Associate Professors; maintains files and records, manages equipment, maintains supplies and stationery, performs photocopying and faxing, monitors office accounts for fax and telephone calls, processes purchasing requisitions and local expense claims for book and lab equipment purchases.

## Tender and work order process

## Performs other related duties incidental to the work described herein.

**Science & Technology University, Rangamati, Bangladesh**

**(June 2000 – April 2002)**

**Secretary to the Vice Chancellor**

## Manage the Vice Chancellors office: handles telephone calls, receives visitors, screens/distributes incoming/outgoing mail and responds to requests.

## Handles arrangements for the Vice Chancellor, keeps Chancellor's daily calendar, schedules appointments and meetings and arranges travel.

## Arranges interviews with applicants to the various graduate programs.

## Attends University meetings when required and takes minutes.

## Assists with administrative coordination of special tasks in the University, such as faculty recruitment and selection; monitors course and program development, hosts distinguished visitors and assists them with logistical requests, coordinates faculty development projects.

## Coordinates and provides administrative support for the preparation of end of semester exams for the Colloquy courses taught within the University. Coordinates the administration of these exams and the proctoring of the exam sessions on campuses.

## Arranges the itineraries of visiting faculty and provides the logistical support for the on-site weekend workshops for graduate students.

## Performs administrative duties for the office of the Associate Dean; maintains files and records, manages equipment, maintains supplies and stationery, performs photocopying and faxing, monitors office accounts for fax and telephone calls, processes purchasing requisitions and local expense claims for book and lab equipment purchases.

## Prepares correspondence, presentations, spreadsheets, reports, itineraries and agendas; contributes to special projects when required.

## Arranges for consultants and visitors, sets up their itineraries and assists them with logistical requests.

**National Panasonic Co. Qatar May 2002 – April 2003**

**Customer Service & Accounts Assistant**

* Maintain all customer service affairs of the company
* Provide the customers as per company roles & regulations
* Supervised electrical site and site responsibilities, Co-ordinate with client, Consultant Authority
* Monitoring customers complain and try to solve it as per requirements
* Daily accounts maintain and deposit it to the bank
* Maintaining daily office work such as safety record, Maintenance record of test equipment/instrument, electronics goods and store related works.

**Jiban Bima Corporation (Govt. Life Insurance Company)**

**(June 1997 – April 2000)**

**Development Officer**

* To develop insurance policy
* Maintain all client service affairs of the company
* Co-ordinate with clients, Consultant Authority
* Contact with the clients to pay the premium in due time as per company roles & regulations
* Monitoring clients complain and try to solve it as per requirements.

##### EDUCATION

National University, Bangladesh – Bachelor Degree in 1998

##### TRAINING & OTHER QUALIFICATION

* Completed CCA course (UAE)
* Fire & safety management (Al Mafraq Hospital)
* University grand commission program (UGC Bangladesh)
* Introduction to insurance (Al Mafraq Hospital)
* We Care workshop (Al Mafraq Hospital)

Good computer literacy in MS Office

##### SKILL & STRENGTH

* Communicative & friendly
* Readiness to work with a stress worthy environment
* Immensely observant and adaptive to new technology
* Ability to manage thing alone and with group
* Enthusiastic, Self-motivated, capable of taking own decisions and hard worker.

##### PERSONAL INFORMATION

Month of Birth : August 1977

Marital Status : Single

Current Location: Bangladesh

##### REFERRENCE

Can be provided from GCC and other Geographies upon request