***Shabbir***

***Mobile No: +971- 504753686)***

***Email id:*** *shabbir-399259@2freemail.com*



**Currently pursuing degree in MBA (HEALTHCARE management & Operation).**

**Have been working in the field of MEDICAL INSURANCE for 10+ years in healthcare provider (UAE), and always have been commended for achievement & team work. Good Medical knowledge and Insurance updates, Fluency with Medical terminologies, Well-verse with various UAE Insurance Policies, Benefits & Revenue Cycle.**



**Career Objective:** To pursue a career in an organization which provide a working environment Full ofchallenges & opportunities for learning & encourages Professionals Growth of its peoples.

**Leadership, Personal Qualities & Communication**

* Effective decision making skills, Planning and Research, Demonstrate initiative and creativity & Ability to lead, motivate and develop staff at all levels.
* Analytical Thinking, Problem Solving Skills, Dynamic and energetic personality with a degree of personal drive, and motivation.
* Commitment to the Mission, Vision, and Values of organization, Enthusiasm, resilience and strong appetite for achievement, Willingness to learn, follow - up precision / assignment.
* Excellent verbal and written communication skills, Strong negotiating and influencing skills and presentation skills, Evidence of continuing professional development.

**Work Experience:**

(April 2019- Till date) **Dubai** **U.A.E**

**Insurance Manager:** Reports and accountable to the **Managing Director**

Manage, supervise and maintain smooth relationship within Department (Insurance)

* Develop Insurance Department Policies and implementing procedures to achieve and improve productivity and increase the hospital revenues.
* Negotiate with Insurance companies for updating of the **Price list/New Services**.
* Liaise with Insurance companies regarding eligibility, approvals, reconciliation, payments and other insurance related subjects.
* Liaise with New Insurance companies/TPA's for New Contracts and discuss the discounts to be applied on the covered services.
* Responsible for the day to day activities of Insurance Department in conjunction with

Physicians and Insurance companies.

* Monitoring E-claim submission of claims regulated & as instructed by DHA.
* Train and educate the Clinic staff in insurance related matters.
* Supervise on time submission and resubmission of Invoices.
* Clarify the routine a complex inquiries of the patient/physicians/insurance companies with regards to Billing.
* Resolve the disputed issues with Insurance Companies.
* Handling Case management end to end process for IP cases.
* Handling & Monitoring the labour camp business (Gate keeping).

**Clover Medical Center LLC (Tecom, Burjuman, Al Nahda) &**

**Tooth smiths Dental Center (Burjuman Br.)**(Nov 2014–April 2019)

**Dubai**

**U.A.E**

**Operation & Insurance Manager:** Reports and accountable to the **Managing Director for**

**Burjuman & Tecom Branch,** Working in collaboration with the other Department and Manage,supervise and maintain smooth relationship within Department

* Responsible for entire Insurance related work which includes Contracting, Price Negotiation, Implementing policies and procedures, Training & designing departmental work flow, Monitoring approvals TOT, timely submission of claims & receivable with reconciliation & Maintaining Logs for the departments.
* Responsible for Centers administrative affairs & patients services. Monitors & controls Centers employees' orientation, Job Training, Continuous Education & supervises the activity of subordinates to assist in the execution of these responsibilities. Develops & implements measures in the Centers internal procedures related to patient inflow and outflow.
* Responsible for the administration, direction and coordination of Centers assigned departmental activities for the purpose of attaining customer satisfaction and the objectives set forth
* Consult with physicians, nurses and other medical professional and non-professional staff in developing, establishing and implementing operational plans, policies and procedures within the Centers in accordance with the generally acceptable professional ethics and within the framework of policies.
* Supervises immediate subordinates in their performance of assigned responsibilities, providing advice, assistance and guidance as necessary, Review operational reports and statistical data for Centers on a continuing basis to help monitor assigned services operations
* Regularly tours the area Centers facilities and service areas to solicit feedback regarding performance of administrative staff
	+ Meets with members of community as required in promoting good community relations.
* Ensures customer service measurements through area Marketing Department questionnaires and surveys
	+ Keeps the area Centers Medical Staff and Non Medical Staff aware of all matters that may affect the Outpatient / Inpatient Services.
* Participates in the planning, designing and monitoring of programs for continuing education and on-job training for the area Centers administrative staff with the involvement of area Marketing Managers, plans for the development of new services and promotion of the public image of the Centers.
* Works closely with the other departments to analyze and evaluate clinical aspects of care in order to improve quality of patient care and plan for better utilization of paramedical staff. Maintains effective and professional working relationship with the Medical staff / Nursing staff and other patient care disciplines for the purpose of providing the best possible care for patients.
* Manage and prepare the annual administration budget, which includes manpower, operational costs, licensing of the Centers Monitor and track expenses, analyze deviations and drive recommendations for corrective action to ensure cost savings.
* Maintaining periodic report.

**International Modern Hospital** (April 2012- Sept 2013) **Dubai** **U.A.E**

Co-ordination with finance department / customer care/marketing

**Insurance Manager:** Reports and accountable to the **Chief Executive Officer (CEO)** Working in collaboration with the Department Heads and Medical director

Manage, supervise and maintain smooth relationship within Department (Insurance)

* Develop Insurance Department Policies and implementing procedures to achieve and improve productivity and increase the hospital revenues.
* Advice and update the Hospital Management in relation to Insurance matters.
* Negotiate with Insurance companies for updating of the **Price list/New Services**.
* Liaise with Insurance companies regarding eligibility, approvals, reconciliation, payments and other insurance related subjects.
* Liaise with New Insurance companies/TPA's for New Contracts and discuss the discounts to be applied on the covered services.
* Responsible for the day to day activities of Insurance Department in conjunction with

Physicians and Insurance companies.

* Implementing E-claim submission of claims regulated & as instructed by DHA.
* Train and educate the Hospital staff in insurance related matters.
* Supervise on time submission and resubmission of Invoices.
* Clarify the routine a complex inquiries of the patient/physicians/insurance companies.
* Arrange the reconciliation meetings/ submissions of rejected invoices.
* Resolve the disputed issues with Insurance Companies.
* Ability to multi task, organize and prioritize workload and work independently without supervision.

**Neuro-Spinal Hospital** (2009- Dec 2011) **Dubai** **U.A.E**

**Sr. Insurance Coordinator:**

department /doctors & patients.

* Approvals for OP & IP round the clock & providing information to concerned Drs & patient (Along with related queries of insurance companies)
* Claims screening before dispatch
* Attending meetings with on hand & new insurance companies & credit companies in regards to prices & discount modification on time to time basis
* Providing training to staff with respect to Insurance procedure/protocols
* IP claim checking if the approvals are up-to-date on the daily basis & checking invoices
* Handling reconciliation & write off & any query related to new insurance cards
* Software related query especially in case of deletion of any charges if wrongly entered
* Modifying the masters/ existing entitlements if required in case of new surgery prices etc
* Maintaining records of insurance companies contracts, approvals soft & hard copy, Reconciliation, Payment & write off status.

**Zulekha health care groups** (2005 – 2009) **Sharjah** **UAE.**

**Asst Manager Insurance:** Co-ordination with finance department / customer care/marketingdepartment / doctors & patients.

* Approvals for OP & IP round the clock & providing information to concerned Drs & patient (Along with related queries of insurance companies)
* Claims screening before dispatch
* Attending meetings with on hand & new insurance companies & credit companies in regards to prices & discount modification on time to time basis
* Proper work allotment to insurance assistance/back office/receptions
* Comprehensive information provided to new Drs regarding Insurance coverage & related queries
* Providing training to staff with respect to Insurance procedure/protocols
* IP claim checking if the approvals are up-to-date on the daily basis & checking invoices
* Handling reconciliation & write off & any query related to new insurance cards
* Software related query especially in case of deletion of any charges if wrongly entered
* Modifying the masters/ existing entitlements if required in case of new surgery prices etc
* Maintaining records of insurance companies contracts, approvals soft & hard copy, Reconciliation, Payment & write off status.

**Zulekha health care groups** (2004–2005) **Sharjah** **UAE.**

**Front Office Staff:**

* Assisting Patients to a respective Dept
* Handling the patient in critical situation, maintaining the records for the insurance protocols
* Handling the Telephone Calls & Appointments for the Doctors
* Well-versed with Hospital software “CARE & HMIS” Maintaining day to day reports
* Handling cash & credit card transaction
* Preparing IP invoices & final settlement of invoices

**Education:** Bachelor degree in Business (Commerce)

2001-2002 Mumbai University from Elphinstone College of Commerce & Business

**Technical Skill:** Ms Word, Ms Excel, Ms Front Page Ms Power Point & Internet

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| **Personal Profile:** |  |
| **Date of Birth** | 9th October 1981 |
| **Marital Status** | Married |
| **Nationality** | Indian (Bombay) |
| **Language** | English, Hindi, Marathi, Gujrathi |
|  | Urdu |



**Credential & Rewards:**



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| **Certificate of Customer service orientation** | **2007** | **Zulekha Healthcare Group** |
| **Letter of Appreciation** | **2010** | **Neuro Spinal Hospital** |
| **Letter of Appreciation** | **2008** | **RAK GAS** |
| **Certificate of Appreciation** | **2007** | **Zulekha Healthcare Group** |
| **BLS (Basic Life support) training** | **2010** | **Neuro Spinal Hospital** |
| **Disaster management - July** | **2007** | **Zulekha Healthcare Group** |
| **Disaster management - Aug** | **2007** | **Zulekha Healthcare Group** |

*The above information is true & best of my knowledge*

*SHABBIR*