



SHADIYA T

RCM Coordinator

PROFILE

CPC-certified Medical Coder with over 5 years of experience in medical billing, insurance coordination, and revenue cycle management. Skilled in applying coding guidelines and using ICD-10, CPT, and HCPCS systems. Looking to contribute to a dynamic healthcare organization by ensuring accuracy and efficiency in medical coding and billing.

CONTACT

+971 52 270 2403

shadiyafathah@gmail.com

SKILLS

CODING SYSTEM

ICD-9
ICD10-CM
CPT
HCPCS

SOFTWARE / PLATFORMS

e-Riyati
e-Claim
MS Excel
MS Word

SOFT SKILLS

Attention to Detail
Analytical Thinking
Time Management
Communication Skills
Flexibility and Adaptability
Multi-tasking & Professionalism
Team Collaboration

LANGUAGES

English
Hindi
Malayalam

EDUCATION

MBA in Human Resources

Bharathiar University | Jul 2016 – Jun 2018

Bachelor's Degree in Education (Physical Science)

Calicut University | Oct 2014

Bachelor's Degree in Physics

Calicut University | Jun 2009 – Apr 2013

CERTIFICATION

Certified Medical Coder (CPC)

September 2022

American Academy of Professional Coders (AAPC) from CIGMA

WORK EXPERIENCE

TruDoc Health Care LLC – RCM Coordinator

Jan 2025 to Present

Al Das Medical Clinic – Medical Coder

Nov 2023 to Jan 2025

Thumbay University Hospital – Insurance Coordinator (OP, IP & Dental Approvals)

Jun 2023 to Oct 2023

LLH Hospital Abu Dhabi – Medical Billing Executive

May 2015 – Jul 2016

JOB RESPONSIBILITIES

1. Patient Handling & Registration

- Scheduling, re-scheduling or cancelling appointments as needed.
- Handling appointments & walk-ins
- Handle patients via telephone and at site
- Managing patients and guide to the doctors
- Setting up new Patient Account
- Registering patient details with identifying Insurance TOB & Coverage

2. Insurance Verification & Pre-Authorization

- Coordinating, processing of insurance and claims liaising with Insurance Co.
- Taking Pre-Approvals as per requirement and update in the patient record
- Obtaining prior approval from Insurance companies for OP, IP & Dental
- Taking approvals for the requests that require approval (OP, IP and Daycares)
- Applying and following the Hospital approvals within the time frame and monitoring and following up on prior authorization for in-patient service
- Verifying the claim before submitting
- Contacting the payers or TPA for approval-related matters

- Coordinating with doctors for medical records and queries from Insurance companies
- Coordinating with Insurance companies for queries related to medical claims

📁 3. Claim Preparation & Submission

- Familiarity with medical billing systems and coding standards (ICD-10-CM, CPT, HCPCS).
- Proficient in preparing and submitting insurance claims accurately.
- Strong understanding of payer-specific policies and submission requirements.
- Expertise in claim documentation and error-free claim creation.
- Attention to detail to ensure compliance with regulatory guidelines.
- Submitting the request to insurance companies through the E-Claim & Riayati Portal

🔄 4. Claim Review, Resubmission & Follow-up

- Daily review of all postings before claim submission
- Manage day-to-day tasks: daily review prior to posting
- Daily closing and balancing of day posted
- Reviewing and appealing unpaid and denied claims
- Review and analyze denied or rejected claims to identify errors or missing information
- Correct and update claims based on insurance requirements and resubmit them within the deadlines
- Follow up and resubmit rejected claims on a daily basis
- Communicate with insurance providers to resolve claim discrepancies or obtain clarification
- Collaborate with healthcare providers and billing teams to ensure accurate documentation for claim resubmission
- Monitor claim statuses and maintain detailed records of resubmission activities

📊 5. Compliance, Reporting & Updates

- Generate and analyze reports on claim denial patterns and provide feedback to improve submission processes
- Stay updated with the latest changes in payer policies, coding standards (ICD-10, CPT, HCPCS), and healthcare regulations
- Maintain confidentiality and comply with all healthcare and data protection regulations
- Excellent organizational and time-management skills to meet submission deadlines
- Effective communication with insurance providers and healthcare professionals

DECLARATION

I hereby declare that all the above information given about me is true to the best of my knowledge.

Shadiya T
Sharjah, UAE