



## SAKINA MALEK

### Certified Professional Coder (CPC-A)

Certified Professional Coder with a background in physiotherapy and over two years of healthcare experience. With hands-on experience from two internships in RCM, I have gained practical knowledge of UAE insurances, including verifying patient eligibility, handling pre-approvals, and closing claims for submission. Gained practical knowledge in ICD-10-CM & CPT coding, using 3M software, and working with EMR systems. Also familiar with submitting claims, and ensuring coding accuracy. Eager to contribute my skills in a medical coding role to support healthcare team.

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## PROFESSIONAL EXPERIENCE

### International Modern Hospital, Dubai Intern Medical Coder

Oct 24 to Jan 25

- Verified patients' eligibility through insurance portals including Nextcare-Pulse, ADNIC, NAS & Neuron-Jet, NGI, SAICO, Alico-Metlife, Mednet, FMC, Ecare, Almadallah.
- Finalized and prepared claims for submission by reviewing necessary approvals, co-payment details, and eligibility criteria.
- Reviewed medical reports and ensured accuracy in coding to maintain compliance and proper billing.

### Prime Hospital, Dubai Intern Medical Coder

Sept 24

- Learned to use 3M software for coding diagnoses and procedures using ICD-10-CM and CPT codes, including applying DRG coding, and gained a good understanding of Electronic Medical Records (EMR) systems.
- Verified patients' eligibility using insurance company portals including Nextcare-Pulse, NAS & Neuron-Jet, MetLife-Mednet, and Almadallah.
- Learned and managed the submission of outpatient (OP) and inpatient (IP) pre-approvals using eClaim.
- Followed up on pending approvals with insurance companies, reviewed rejected approvals, and resubmitted them with all necessary documents.
- Entered the correct net amount in accordance with the agreed tariff rates.

### Apollo Physio and Health Clinic, Dahod Clinical Physiotherapist

Jan 23 - July 23

- Assessed patients with musculoskeletal and neurological ailments, developed rehabilitation plans utilizing exercise programs, electrotherapy, and mobilization.
- Communicated with patients regarding their diagnosis and treatment in an effective manner and thereby forming good therapeutic alliance.
- Documented patient progress, adjusted treatment plans as necessary, and maintained patient register.

- Evaluated and treated inpatients and outpatients for musculoskeletal, neurological, and paediatric conditions, including osteoarthritis, low back pain, sciatica, cervical spondylitis, frozen shoulder, and disc conditions.
- Managed patient care through exercise programs, gait training, and mobility with appropriate assistive devices.
- Coordinated with an interdisciplinary team to monitor and communicate patient progress.

### **SKILLS**

- Proficient in ICD-10-CM, CPT, and HCPCS Level II coding
- Strong understanding of medical terminology, anatomy and physiology
- Knowledge of 3M coding software
- Knowledge in pre-approvals submission with eClaim
- Basic knowledge of Microsoft Office (Word, Excel, PowerPoint)
- Ability to analyze and interpret medical documentation
- Strong attention to detail
- Effective written and verbal communication
- Problem solving
- Communication skills
- Time management
- Adaptability
- Teamwork and Collaboration

### **EDUCATION**

- **Bachelor of Physiotherapy**  
Pioneer Physiotherapy College, Vadodara  
2016 – 2020
- **Medical Coding Course, AAPC**  
Skyline Institute, Dubai  
April-May 2024

### **LICENSES AND CERTIFICATES**

- **Certified Professional Coder (CPC-A)**  
Issued by: AAPC  
Member of the American Association of Professional Coders (AAPC) – Member ID: 02246458  
Grade: 89%
- **GSCPT Registration no. GPC 1168**

## **PERSONAL DETAILS**

- Date of birth: 26 Nov 1998
- Marital status: Married
- Nationality: Indian
- Language known: English, Hindi, Gujarati
- Blood group: B +ve
- Visa Status: Sponsored visa

## **REFERENCE**

- Dr. Farida Pithawala (Specialist Gynaecology – Deira) Prime Medical Center  
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- Dr. Riaz Ahmad  
Pre-Approvals Executive, Prime Hospital, Dubai  
Mobile: +971 56 236 6089

**Date:**

**Place:**