

NOUFI N

HOSPITAL ADMINISTRATION / INSURANCE COORDINATOR

Phone +971 563533816 | Email noufihazi123@gmail.com | Location Dubai, UAE

PROFESSIONAL SUMMARY

Detail-oriented and organized professional with hands-on experience in hospital administration and insurance coordination. Skilled in managing insurance claims, verifying patient eligibility, and liaising with insurance providers to ensure smooth and timely reimbursements. Adept at maintaining accurate records, handling patient data confidentiality, and supporting administrative operations to enhance overall hospital efficiency. Strong communication and interpersonal skills combined with a customer-focused approach, enabling effective coordination between patients, healthcare providers, and insurance companies. Committed to optimizing processes and contributing to improved patient care delivery through efficient administrative support.

WORK EXPERIENCE

INSURANCE COORDINATOR

The Lifeline Multispecialty Hospital, Adoor, Kerala | Jun 2024 – Present

- Manage and coordinate insurance claims processing, ensuring timely and accurate submission of patient documents to various insurance providers.
 - Liaise between patients, hospital departments, and insurance companies to facilitate smooth communication and resolution of claim-related issues.
 - Verify patient eligibility and coverage details, advising patients on insurance policies and out-of-pocket expenses.
 - Maintain detailed records of insurance transactions and assist in auditing to ensure compliance with hospital and insurance regulations.
 - Provide support in preparing reports related to insurance reimbursements and outstanding claims for hospital management.
 - Educate patients and families about insurance benefits and assist in resolving billing discrepancies.
 - Collaborate with billing and finance teams to reconcile insurance payments and follow up on delayed claims.
 - Monitor insurance policy updates and regulatory changes to ensure hospital adherence to guidelines.
 - Assist in training junior staff on insurance procedures and documentation requirements.
 - Conduct regular audits on insurance claims to identify discrepancies and implement corrective actions.
 - Maintain confidentiality of patient and insurance information in compliance with data protection regulations.
-

EDUCATION

PG Diploma hospital administration & healthcare management

Berf international institute | 2024

Bachelor of Arts in Malayalam

M.S.M College kayamkulam, Kerala university | 2019

TECHNICAL SKILLS

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Tally ERP

SKILLS

- Insurance Verification
 - Claims Processing
 - Pre-Authorization Management
 - Patient Eligibility Assessment
 - Medical Billing & Coding
 - Denial Management
 - Patient Admissions & Discharge
 - Medical Records Management
 - Healthcare Compliance (HIPAA)
 - Electronic Health Records (EHR)
 - Insurance Claim Follow-Up
 - Appointment Scheduling
 - Adaptability & Flexibility
 - Attention to Detail
 - Customer Service Excellence
 - Communication & Coordination
 - Data Entry & Reporting
 - Problem Solving & Conflict Resolution
 - Regulatory Compliance
 - Time Management
-

LANGUAGES

- **English**
- **Malayalam**
- **Tamil**