



NABEEL R M

Sharjah muwaileh

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Summary

- Clinic Incharge and Customer Service Professional with 8 Years of Experience in Advanced Care Organizations and Dubai Taxi Corporation RTA
I thrive in dynamic work environments that encompass various levels of care. I have developed expertise in submitting approvals and claims to healthcare insurance providers while managing the daily operations of medical facilities and government operations. My role ensures seamless collaboration between physicians and staff.

Experience

- **ADVANCED CARE GROUP, DUBAI UAE** 2023 - Present
CLINIC INCHARGE
 - Coordinate with doctors, nurses, and support staff for smooth clinic operations.
 - Handling all the Approvals and Billing process.
 - Monitors and follows up on prior authorization for outpatient services wherever required and Billing the following claims after getting approvals from the respected Insurance companies.
 - Thorough knowledge about Insurance policies and their guidelines to apply for each claims to avoid rejections.
 - Experience in Eclaim and other softwares for taking approvals, Billing and Claim processing.
 - Address patient inquiries and resolve front desk issues efficiently.
 - Ensure reception and waiting areas are clean, organized, and welcoming.
 - Follow up with patients for appointments, documents, and payments.
 - Handling patients, referral sources, and administrative department inquiries.
- **ADVANCED CARE GROUP, DUBAI UAE** 2022 - 2023
DUBA TAXI CORPORATION RTA (Customer Happiness Centre)
 - Providing support for health insurance matters related to Dubai taxi drivers involves coordinating with RTA staff and TPA providers to address medical approvals and claims inquiries, as well as handling .
- **ADVANCED CARE GROUP, DUBAI UAE** 2017 - 2022
RECEPTIONIST (Registration and Billing)
 - Insurance Eligibility checking.
 - Registration (entering patients details into a customer information system)and billing.
 - Good knowledge with UAE's top insurance providers such as Nas, Neuron , Nextcare, Sukoon , FMC, Ecare, Aafiya, NGI, Almadallah, GIG, Mednet, Lifeline, etc.
 - Ensuring customer satisfaction and assisting them with issues/concerns related to their health.
 - Handle appointment scheduling, rescheduling, and confirmations.
 - Communicating with insurance companies and/ or prior authorization request.

Skills

- Administrative
- Patient Relations
- Appointment Scheduling
- Record Keeping
- Data Entry and Management
- Office Equipment Proficiency
- Medical Billing and Coding (Basic CPT, ICD-10)
- Expertise at UAE Insurances and portals
- Pre-Authorization & Approvals

- Expertise at E-claim
- Cortex
- Software Proficiency Including Word, Excel

Education

- **MG university, Kerala, India**
Bachelor of Business Administration
- **Higher Secondary Education in Political Science**

Certification

- Completed Arabic and English typing & office automation

Languages

- English
- Hindi
- Arabic
- Malayalam

Additional Information

- Nationality : Indian
- Gender : Male
- Visa Status : Employment visa

Declaration

- I hereby declare that all the details mentioned above are true and benefited to the best of my knowledge and belief. I hope the above details will meet with your requirements and you will give due consideration to me.

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