

Ramachandran Raman

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Professional Summary

Healthcare administration professional with **8+ years** of experience in **medical insurance coordination, ICD-10 coding, and claims management** across the UAE, Kuwait, and Oman. Proven expertise in **patient registration, billing management, and insurance authorization** via **Riayati and E-Claim Portals**. Strong communicator with a track record of **reducing claim rejections** and improving patient satisfaction. Fluent in **English and Arabic**.

Core Competencies

- Medical Insurance Claims Processing
 - ICD-10 Coding
 - Patient Registration & Scheduling
 - Billing & Payment Collection
 - Riayati Portal / E-Claim Portal Operations
 - Claims Authorization & Submission
 - Documentation Verification
 - Patient Relations & Advocacy
 - Healthcare Administration
 - Problem Solving & Communication
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Professional Experience

German Heart Centre – Dubai, UAE

Insurance Coordinator cum Patient Relations Executive

Jul 2023 – Jan 2026

- Greet and check in **50+ patients daily**, capturing personal, medical, and insurance details.
- Schedule, reschedule, and verify patient appointments, optimizing physician schedules.
- Manage **billing and payment collections**, ensuring accurate financial records.
- Secure **insurance authorizations** via Riayati/E-Claim Portals, reducing service delays.
- File and track insurance claims, updating patients on status.
- Process ICD-10 coded claims with supporting documentation, **minimizing rejections**.

Doctors Medical Centre – Sharjah, UAE

Insurance Coordinator cum Patient Relations Executive

Dec 2022 – Jun 2023

- Checked in **40+ patients daily** and coordinated appointment schedules.
- Managed billing, copay collection, and insurance claim submissions.
- Obtained third-party payer authorizations through Riayati/E-Claim Portals.
- Processed ICD-10 coded claims with thorough documentation review.

Metro Medical Group – Kuwait

Insurance Coordinator cum Patient Relations Executive

Jan 2020 – Nov 2022

- Operated multi-line phone systems, handled appointment scheduling, and insurance inquiries.
- Verified patient insurance coverage and processed ICD-10 coded claims.
- Followed up on outstanding claims to ensure timely payment.

HALA Medical Centre – Oman

Insurance Coordinator cum Patient Relations Executive

Jun 2015 – Sep 2017

- Registered patients, managed billing, and processed insurance claims.
- Obtained third-party authorizations via verbal/online methods.
- Monitored claim status and resubmitted when required.

Education

Bharathiar University – Bachelor of Commerce | 2018–2021

Koodali Higher Secondary School – Higher Secondary in Commerce | 2008

St. Michael's Anglo Indian Higher Secondary School – High School | 2006

Technical Skills

- **Software:** Hospycare, Cureplus, Docmate, Unite
- **Systems:** Riayati Portal, E-Claim Portal, Multi-line Telephone Systems
- **Coding:** ICD-10

Languages

- English – Fluent
- Arabic – Professional Proficiency
- Hindi – Proficient
- Tamil – Proficient
- Malayalam – Native