

FEMINA FAROOK

Email : feminayahiya@gmail.com , Ph : 0561786001 , Dubai

SUMMARY

Detail-oriented Insurance Coordinator with strong experience in pre-approvals, denial management and claim correction within UAE healthcare systems. Skilled in analyzing denial reasons, preparing corrected claims and ensuring timely resubmission. Proficient in UAE payer rules (DHA/DOH/MOH), CPT/ICD coding, and documentation requirements. Seeking a Medical coder role to utilize expertise in improving claim approval rates and coding experience.

CORE SKILLS

- DHA / DOH / MOH Insurance Guidelines
 - Pre-Authorization Processing
 - CPT, ICD-10 Coding & Modifiers
 - eClaimLink, TPA Portals
 - Medical Necessity Review
 - Documentation & Clinical Records Verification
 - Communication With Providers & Payers
 - Error Identification & Claim Correction
 - Patient Eligibility & Policy Verification
-

WORK EXPERIENCE

Insurance Co-ordinator , Osraty for Physio and Rehab LLC , Dubai

Jan 2025 - Present

- Process pre-authorization requests by reviewing CPT/ICD codes, clinical notes, and payer guidelines.
- Ensure compliance with DHA regulations while preparing claims.
- Maintain accurate records of all approvals, rejections, and pending cases.
- Communicate directly with TPAs and insurance companies for clarifications and approvals.
- Assist in claim audits and ensure proper documentation is attached for smooth claim submission.
- Maintain patient records and ensure confidentiality.
- Follow confidentiality and security measures to protect electronic health information.
- Use basic word processing, spreadsheet and desktop presentation applications as applicable to your work

Medical Coder , MAGL Hospital , kerala, India

Jan 2024 - June 2024

- Validate CPT, ICD-10, and modifiers to ensure clean claim submission.
- Identify coding inconsistencies and correct them before submission.
- Support denial management team in understanding coding-related denial causes.
- Identify missing or unclear documentation and coordinate with clinicians for clarification.
- Strong proficiency in MS Word, Excel, and medical coding tools.

EDUCATION

Bachelor of Engineering (Btech) , Calicut University

2012-2016

Certiifed Medical Coder (CPC)

March 2025

Additional certification : AI in Medical coding and billing

TECHNICAL SKILLS

- eClaimLink (DHA)
 - TPA Portals (Neuron, NAS, NextCare,Al madallah etc.)
 - MS Office (Word, Excel, PowerPoint)
 - Claim submission software
 - Email & documentation management
-

STRENGTHS

- High attention to detail
 - Strong communication skills
 - Good understanding of payer policies
 - Ability to work under pressure and handle large claim volume
 - Team coordination with reception, doctors, billing & management
-

PERSONAL DETAILS

- Visa Status: Employment visa
 - Date of Birth: 09/05/1993
 - Marital Status: Married
 - Availability: 2 month notice period
-

LANGUAGES

- English
 - Malayalam
-

REFERENCES

Available upon request