

MOHD FAIZAN

Certified Medical Coder | (IP & OP) Insurance Coordinator | Claim Officer & Receptionist

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Professional Summary:

Proactive Insurance Coordinator with 3+ years of experience in insurance coordination, claim management, and medical coding across UAE outpatient clinics and U.S. coding projects. Skilled in pre-authorization, claim submission, resubmission, and denial resolution. Possesses strong knowledge of inpatient coding workflows, DRG concepts (IR-DRG, AP-DRG, Day Case), and clinical documentation standards, enabling rapid adaptation to inpatient hospital environments. Experienced in liaising with major UAE TPAs and ensuring DHA-compliant claims for timely approvals.

Core Competencies:

Insurance & Billing Management:

- Insurance Verification & Eligibility Checks
- Pre-Authorization, Claim Submission, Resubmission & Denial Management
- DRG Concepts & Exposure (IR-DRG, AP-DRG, Day Case DRGs)

TPA Coordination & Workflow Optimization:

- TPA Coordination: Nextcare, FMC, Cigna, Sukoon, Daman, Bupa Global, MedNet, etc

Patient & Provider Liaison:

- Workflow Optimization | Clinical Documentation Best Practices

Healthcare Systems & Software Expertise:

- EMR & Practice Management Systems: Epic, 3M, Codometrics, Clinicsoft, Clinicea, Codify
- UAE Insurance Workflow Integration

Professional Experience:

Holistic Healing Medical Centre, Dubai, UAE

Insurance Coordinator/Receptionist & Medical Coding Executive | Dec 2024 – Present

- Managed end-to-end insurance coordination and medical coding functions with accuracy and compliance.
- Assign ICD-10-CM and CPT codes: prepare and submit claims according to DHA and insurer requirements.
- Handle pre-authorizations, insurance verification, claim submissions, and timely follow-ups with insurers, including Nextcare, FMC, Cigna, Sukoon, Bupa, Daman, and MedNet, etc
- Managed front desk operations: greet patients in a professional and welcoming manner, schedule appointments efficiently, and coordinate daily clinic workflow.
- Serve as a key liaison between patients and insurers, resolving queries and facilitating documentation for smooth claims processing.

GeBBS Healthcare Solutions, India

Medical Coder (Inpatient & Outpatient) | Apr 2023 – Nov 2024

- Accurately coded 80+ charts daily using ICD-10-CM, CPT, HCPCS for inpatient, outpatient, and ED cases.
- Assigned ENM, DRGs and supported documentation review for coding compliance.
- Collaborated with billing teams to resolve denials and improve claim acceptance rates.
- Developed working knowledge of DRG concepts, inpatient coding workflows, and clinical documentation review.
- Acquired in-depth knowledge of U.S. payer policies, including Medicare, Medicaid, and various HMO guidelines.
- Gained exposure to case-mix indexing, DRG validation, and CDI support through coding and documentation review.

Education:

Bachelor of Pharmacy

Savitribai Phule Pune University, India | 2018 – 2022

CGPA: 7.8

Certifications:

Certified Professional Coder (CPC-A) – AAPC | Member ID: 02106807 | 2024

Additional Information:

Languages: English, Hindi, Marathi

Work Authorization:

- **Nationality:** Indian
- UAE Employment Visa valid until Feb 2027
- **Passport No:** W7239780
- **Availability:** 1 month