

SHINE RACHU MATHEW

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AAPC Member ID: 01698110

PROFESSIONAL SUMMARY

Certified Professional Coder (CPC-A) and Insurance Coordinator with hands-on experience in UAE healthcare operations, medical coding, and insurance claims management. Skilled in ICD-10-CM, CPT, HCPCS coding, revenue cycle management, insurance verification, and claim submission through eClaimLink. Strong attention to detail with focus on compliance, accuracy, and timely reimbursement.

CORE SKILLS

- ICD-10-CM, CPT, HCPCS Level II Coding
- Insurance Verification & Eligibility
- Claims Submission & Follow-up (eClaimLink)
- Denial Management & Resubmission
- Revenue Cycle Management (RCM)
- Medical Documentation Review
- EMR Systems
- Patient & Insurance Communication

PROFESSIONAL EXPERIENCE

Insurance Coordinator – Medi Sense Clinic, Dubai, UAE (Nov 2025 – Jan 2026)

- Verify patient insurance eligibility and coverage prior to consultation.
- Coordinate with physicians to ensure accurate diagnosis coding and documentation.
- Prepare and submit insurance claims through eClaimLink.
- Monitor claim status, manage rejections, resubmissions, and approvals.
- Liaise with insurance companies to resolve discrepancies and ensure timely payments.
- Support billing accuracy for insured and self-pay patients.

Certified Professional Coder – Relatore Solutions, Ajman, UAE (May 2025 – Oct 2025)

- Abstracted medical records and assigned ICD-10-CM, CPT, and HCPCS codes.
- Applied official coding guidelines for medicine, surgery, radiology, and pathology.
- Supported audit readiness and compliant coding practices.

Key Accounts Executive – FMCG Sector

Wallnut Foodstuff Trading, Dubai, UAE (Oct 2022 – Feb 2024)

Conektr Technologies LLC, Sharjah, UAE (Nov 2019 – Aug 2022)

- Managed B2B telesales operations and key customer accounts.
- Achieved monthly sales targets and KPIs consistently.
- Maintained accurate CRM and sales documentation.
- Built strong client relationships and handled objections effectively.

Staff Nurse – Hospitals in India

Bhakti Vedanta Hospital, Mumbai (Apr 2011 – Jun 2012)

Gargi Hospital, Ghaziabad (Jun 2010 – Nov 2010)

- Provided comprehensive inpatient nursing care in multi-specialty hospitals.
- Administered medications and supported chronic disease management.
- Monitored patient vitals and assisted in clinical procedures.
- Maintained infection control, sterilization, and patient safety standards.

EDUCATION & CERTIFICATIONS

- AAPC Certified Professional Coder (CPC-A) – Valid
- UAE Medical Coding & Insurance Internship Program – Relatore Solutions, UAE (2025)
- Medical Coding & Insurance Training (EMR, Dental Coding, RCM, eClaim Submission)
- Bachelor of Science in Nursing (B.Sc. Nursing) – Rajiv Gandhi University of Health Sciences (2010)

TECHNICAL SKILLS

- MS Word, Excel, PowerPoint
- EMR & Healthcare Applications
- Outlook & Internet Applications

ADDITIONAL INFORMATION

Nationality: Indian

Visa Status: Husband Sponsored Visa (Sharjah)

Languages: English, Hindi, Malayalam

Availability: Immediate