

Chikku Susan Abraham

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SUMMARY

Efficient Sr. Associate in Customer Care/Admin with 6 years of experience in healthcare administration at Aster Hospital. Implemented a streamlined patient registration process, reducing wait times by 25% and boosting patient satisfaction and operational efficiency. Seeking Sr. Associate Customer Care/Admin role to enhance patient experience and streamline operations through effective leadership and administrative skills.

EXPERIENCE

Sr ASSOCIATE CUSTOMER CARE/ ADMIN

ASTER HOSPITAL

November 2021 - January 2025, DUBAI

- Greet patients & guests in the reception counter & assist them.
- Registering patients for doctor consultation as per valid id and upload all necessary informations and documents in system software.
- Checking of insurance eligibility in portals and explaining the policy to patients.
- Complete the registration process and guide to next process.
- Keeping a track of new registration patients & submit the track daily to line manager to track the new patient flow.
- Handling of queries and complaints of any.
- Maintaining & scheduling appointments effectively.
- Keeping a track of daily no shows ,outside referrals & all major surgery's.
- Coordinating with marketing team and ensure the smooth process of Turbo patients.
- Prepare monthly schedules ,timings & clinic allocation of doctors in OPD.
- Implemented a streamlined patient registration process that decreased wait times by 25%, enhancing patient satisfaction scores and operational efficiency.

CUSTOMER CARE/ PRE APPROVALS/ BILLING

RIGHT HEALTH GROUP

October 2018 - August 2021, DUBAI

- Handling insurance pre approvals and billing
- Knowledge of medical terminologies ,ICD, CPT Codes and EClaim portal.
- Contacting and verifying insurance companies in association with various approval related queries.
- Protects patients' rights by maintaining confidentiality of medical, personal, and financial information.
- Processing billing and payments, using medical software.
- Keep detail records of all patients visiting.
- Checking insurance eligibility.
- Ensure doctor consultation and verifying treating methods.
- Verification of approvals and informing patients..
- Facilitated seamless operations by processing over 500 insurance claims monthly through the EClaim portal, achieving an approval rate improvement of 15% while reducing processing time by 20% through precise verification and effective communication with insurance companies.

EDUCATION

B.E CIVIL

ANNA UNIVERSITY • INDIA • 2015 • 8.4

CERTIFICATIONS

CERTIFIED PROFESSIONAL CODER

SKILLS

Coordination ,Management,leadership

Billing & Insurance: Insurance approvals, billing, medical software

Languages: English, Hindi, Tamil Kannada, Malayalam

Medical Coding: ICD, CPT Codes, EClaim portal