

FATHIMA THASNEEM M

Insurance Coordinator | Certified Medical Coder | RCM Executive (UAE Experienced)

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SUMMARY

AAPC-CPC certified Insurance Coordinator & Medical Coder with 1.5 years of UAE clinic experience. Skilled in ICD-10-CM, CPT, CDT, prior authorization, TPA coordination, e-claim submission, denial management, and revenue cycle operations. Experienced in OPD billing, documentation audit, and UAE insurance regulations. Seeking immediate opportunity in clinic or hospital RCM setup.

PROFESSIONAL EXPERIENCE

INSURANCE COORDINATOR/INSURANCE ASSISTANT, 04/2022 – 09/2023
NEW APOLLO POLYCLINIC, KARAMA DUBAI KARAMA DUBAI

- Processed DHPO, Riayathi and insurance portals, approvals, verifying patient eligibility across 20+ insurance providers, ensuring error-free claim workflow.
- Improved claim approval turnaround time through streamlined submission and verification processes.
- Submitted accurate and timely claims to TPAs and insurance providers via DHA E-Claim / Riayathi maintaining full compliance with UAE healthcare regulations.
- Audited medical records to identify documentation gaps and applied precise ICD-10-CM and CPT codes per UAE coding standards.
- Resolved claim denials and discrepancies, coordinating with the billing team to ensure timely resubmissions.
- Maintained updated knowledge of insurance policies, circulars, and regulatory changes, ensuring team-wide compliance.
- Managed claim resubmissions and denial follow-ups, optimizing revenue and reducing financial losses.
- Provided guidance and training to clinical and billing staff on proper documentation and coding, improving accuracy and efficiency.

EDUCATION

Certificate programme in IPDRG, *Cigma Medical Coding Academy* 2024
Medical coding And Billing, *Arown Academy* 2019
BSc Zoology(life science), *University of Calicut* 2018

CORE COMPETENCIES AND SKILL

Medical Billing & Coding (ICD-10 CM, CPT, PCS, Dental Coding)

Accurate claim coding, documentation audit, and compliance assurance

Insurance Coordination & TPA Management

Network empanelment, pricing negotiation, and policy compliance

Reimbursement & Denial Management

Follow-up on rejections, resubmissions, and resolution of discrepancies

Patient Data Management & EMR Systems

Efficient record handling using Medas Docmate and hospycare, knowledgeable in 3M

E-Claim Processing & Submission

Timely and error-free insurance claim handling across multiple portals

Pre-Authorization & Documentation

Verifying eligibility and securing prior approvals through dhpo, Riayathi and Insurance portals.

UAE Coding Guidelines & Medical Terminology

Thorough knowledge of regional practices and standards

Staff Training & Communication

Conducting insurance workshops and ensuring process adherence

Languages

- English
- Malayalam
- Hindi
- Arabic

CERTIFICATIONS

- Certified Profesional Coder(CPC)-AAPC ID:01725281
- Certificate Programme in IPDRG