

# SEMEENA ZUBAIR

Medical Coder | Insurance Coordinator

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Location: United Arab Emirates

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## PROFESSIONAL SUMMARY

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Certified Medical Coder (AAPC CPC) with comprehensive training in ICD-10-CM, CPT, and HCPCS coding, combined with practical experience in medical claim submission, insurance coordination, and billing processes. Strong background in patient registration, insurance eligibility verification, pre-authorizations, and clinical documentation review. Proven ability to coordinate between medical staff and insurance providers while ensuring accuracy and adherence to coding guidelines. Excellent communication and administrative skills developed through healthcare and customer service roles. MBA-qualified with a commitment to continuous professional growth.

## PROFESSIONAL EXPERIENCE

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### Medical Coder cum Claim Submission Coordinator

Relatore Solutions – Dubai, UAE | May 2024 – April 2025

- Assigned accurate medical codes (ICD-10-CM, CPT, HCPCS) for diagnoses, procedures, and services.
- Verified CPT code accuracy and compliance with coding guidelines and insurance regulations.
- Managed pre-authorizations and claim approvals via EClaimLink and Riayati portals.
- Ensured supporting documents and clinical justifications were present in EMR for all investigations.
- Verified payer name, rate plan, and copay application accuracy before claim submission.
- Cross-checked rendered services against approved services for claim alignment.
- Finalized claims with correct receiver and payer details; ensured timely submission and invoicing.
- Used Medimate EMR, EClaimLink, and Riayati platforms for claim verification and processing.
- Ensured adherence to UAE insurance claim policies and timely payment cycles.

### Insurance Coordinator & Receptionist

Eve Medical Center – Ras Al Khaimah, UAE | January 2024 – June 2024

- Handled patient registration, appointment scheduling, visit entry, and billing.
- Verified insurance eligibility, benefits, and coverage before patient visits or procedures.
- Communicated with patients regarding insurance inquiries, claim status, and co-payment details.
- Coordinated with dental staff to ensure accurate coding of procedures.
- Explained financial responsibilities, treatment coverage, and available payment options to patients.
- Maintained accurate, up-to-date patient insurance and billing records.
- Performed administrative tasks in alignment with reception and insurance coordination roles.

### Customer Service Executive

Air Arabia – Ras Al Khaimah, UAE | September 2018 – February 2022

- Assisted customers with complex travel bookings and itinerary planning.
- Collected, recorded, and reconciled deposits and final payments.
- Ensured passenger compliance with airline safety and travel regulations.
- Delivered onboarding training and development for new customer service staff.

### Customer Service Representative

Emirates Airline – Ras Al Khaimah, UAE | October 2015 – May 2018

- Managed all stages of the airline booking process with attention to detail and compliance.
- Engaged professionally with customers to plan travel, address queries, and suggest alternatives.
- Generated daily sales and customer service reports using CRM tools and MS Office.
- Maintained high standards of service, resulting in increased customer satisfaction.

## EDUCATION

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### Medical Coding and Billing

Cigma Medical Coding Academy – India | April 2023 – November 2023

- AAPC-approved CPC Certified (Member ID: 0215901)
- Scored 86% in Certification Exam

### Master of Business Administration (MBA)

Sikkim Manipal University – India | 2015 – 2017

## PROFESSIONAL SKILLS

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- ICD-10-CM, CPT, HCPCS Coding
- Medical Claim Submission & Verification
- EClaimLink & Riayati Portal Expertise
- EMR Systems (Medimate, Riayati)
- Insurance Eligibility & Benefits Verification
- Pre-Authorization & Claim Approval
- Payer Compliance & Insurance Policies (UAE)
- Patient Registration & Billing
- Clinical Documentation & Justification Review
- Coding Compliance & Audit
- Customer Service & Patient Communication
- Appointment Scheduling & Reception Duties
- Cross-Checking Services vs Claims
- Data Entry & Administrative Support
- Report Generation & Documentation
- Multilingual Communication (if applicable)

## LANGUAGES

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- English - Fluent
- Hindi - Fluent
- Malayalam - Native

## ADDITIONAL INFO

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- Visa Status: Husband's sponsorship
  - Driving License: Valid UAE Driving License (Valid until 14/12/2026)
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