



MEGHNA UDAYAKUMAR

SENIOR BILLING OFFICER | PATIENT BILLING | FINANCIAL COUNSELING

Experienced and detail-oriented Billing Executive with over 7 years of expertise in hospital billing operations, revenue cycle management, and patient financial services across leading healthcare institutions in the UAE and India. Proven track record in managing inpatient billing, cost estimation, discharge processing, insurance coordination, and

final invoicing with high accuracy. Skilled in financial counseling, CPT code validation, OT billing, and front-end cash handling. Adept at using hospital ERP systems, Tally, and MS Excel to streamline billing workflows, reduce discrepancies, and enhance patient satisfaction. A dependable team player with the ability to manage departmental operations and maintain compliance with healthcare billing standards.

WORK EXPERIENCE

IP Billing Executive

Aster DM Healthcare – Dubai, UAE

Mar 2022 – Present

- Executed real-time billing for inpatient discharges, ensuring timely and accurate final invoicing in line with hospital billing policies.
- Liaised with patients and family members regarding hospitalization charges, insurance claims, and billing-related inquiries to improve satisfaction.
- Generated and updated daily cash outstanding reports, supporting efficient revenue cycle management.
- Provided detailed cost estimations for surgical and inpatient cases; explained co-payments, inclusions, and exclusions to enhance transparency.
- Audited and validated OT surgery postings, CPT/HCPCS codes, and procedure details in coordination with consultants and OT teams.
- Supported billing department operations in the absence of supervisors and HOD, ensuring continuity and process adherence.
- Supervised cash counter operations, conducted end-of-day reconciliations, and ensured adherence to financial and billing controls.
- Collaborated with the insurance and finance teams to expedite claim submissions and resolve discrepancies, reducing claim delays.

IP Billing Executive

Aster Medcity – Kochi, Kerala

Jan 2019 – Feb 2022

- Managed discharge billing and settlements, maintaining high accuracy and efficient patient financial clearance.
- Conducted daily patient visits to address concerns, assist with approvals, and manage billing queries and feedback.
- Updated bills daily with surgery schedules, diagnostics, and procedural data to ensure proper charge entry.
- Reviewed and validated OT sheets to ensure complete and accurate charge capture for surgical procedures.
- Delivered pre-surgical financial counseling, advising patients on estimates, insurance coverage, and prepayment needs.
- Handled cash operations at the billing counter, ensuring accuracy and compliance with hospital SOPs.

Operations Executive


Rajagiri Health & Education Trust – Aluva, Kerala


Jan 2017 – Jan 2019


- Coordinated annual rate contracts for medical consumables and laboratory equipment, ensuring competitive pricing and vendor compliance.
- Prepared and submitted monthly and annual stock audit reports to the finance team, ensuring inventory accuracy.
- Obtained and analyzed quotations from approved vendors, processed documentation for approval, and maintained procurement records.
- Monitored OT return items and reconciled them against stock records to maintain inventory integrity.

KEY ACHIEVEMENTS

- Successfully handled cash recovery during critical OP/IP discharges and long-stay patients.
- Awarded for operational efficiency and maintaining billing accuracy under pressure.
- Represented at district/state-level athletic meets and competitions.

 meghnar007@gmail.com

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 Al Qusais, Zaharath Al Madan,
Dubai, UAE

SKILLS

- Inpatient Billing
- Outpatient Billing
- Revenue Cycle Management (RCM)
- Patient Financial Counseling
- Cost Estimation
- Insurance Claims Processing
- Final Invoice Generation
- CPT/HCPCS Code Validation
- Hospital ERP Systems
- Tally ERP 9
- MS Excel (Advanced)
- Cash Handling & Reconciliation
- Surgery Billing & OT Scheduling
- Discharge Billing Management
- Medical Billing Compliance
- Billing Query Resolution
- Patient Interaction & Communication
- Healthcare Documentation
- Cross-functional Coordination
- Cash Outstanding Report Preparation

EDUCATION

Master of Commerce (M.Com)

Madurai Kamaraj University, Alappuzha,
Kerala

Apr 2015 – May 2017

Bachelor of Commerce (B.Com)

Kerala University, Alappuzha, Kerala

Jun 2012 – Mar 2015

CERTIFICATIONS

- Certification in Tally 9.0 – IT Kerala
- DAC, GIST Tally 9.0 – IT Kerala

PERSONAL DETAILS

Date of Birth: 15 February 1992

Marital Status: Married

Nationality: Indian

Passport No: R1449214

(Valid till 29 June 2027)

Languages: English, Hindi, Malayalam,
Tamil

Dear Hiring Manager,

I am writing to express my keen interest in the position of Senior Billing Officer at your esteemed healthcare facility in Dubai. With over seven years of comprehensive experience in IP billing operations, revenue cycle management, and patient financial counseling across reputable healthcare institutions such as Aster DM Healthcare (UAE) and Aster Medcity (India), I am confident in my ability to make a significant contribution to your billing and finance team.

In my current role at Aster DM Healthcare in Dubai, I manage end-to-end billing for inpatient discharges, coordinate directly with patients for financial counseling, and oversee cost estimations and final invoice preparations. I ensure strict compliance with hospital policies, maintain daily outstanding reports, and collaborate cross-functionally with doctors, insurance teams, and finance departments to resolve claim discrepancies and ensure timely settlements. My hands-on experience in CPT code validation, cash counter management, and ERP-based billing systems like Tally ERP 9 and MS Excel has consistently helped streamline workflows and improve billing accuracy.

Throughout my career, I have been entrusted with responsibilities that required precision, confidentiality, and high levels of patient interaction. My ability to work independently and handle departmental operations in the absence of supervisors has earned me recognition for reliability and leadership. Furthermore, my academic background in commerce (M.Com, B.Com) and certifications in Tally reinforce my technical competence in financial and billing processes.

I am passionate about ensuring smooth and transparent billing practices that enhance both operational efficiency and patient satisfaction. I look forward to bringing this passion and experience to your organization and contributing to your continued excellence in healthcare delivery.

Thank you for considering my application. I welcome the opportunity to discuss how my skills align with your team's goals and am available for an interview at your earliest convenience.

Warm regards,

Meghna Udayakumar

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