

SARA ALANNI

Dedicated, Hardworking young lady, eager and quick learner. I'm organized & I love to improve my skills, Confident and positive.

RCM & INSURANCE SUPERVISOR

WORK EXPERIENCE

DHA Dubai Hospital

RCM & Insurance Supervisor

April 2019

- Managing high claim value approvals.
- Professional Medical and Financial Negotiation skills with the payers in case of partially or full rejection.
- Managing & Escalations of financial & RCM issues in Dubai hospital.
- Planning & Enhancement of patient's journey in the hospital to maximize the convenience of our patients with the insurance protocols
- Communication & Negotiation with the payers to secure a strong business relationship.
- Continuous Training for Medical Staff (Physicians & Nursing) & Admin Staff to provide General knowledge about RCM & Insurance industry .
- Managing the Insurance Team (13 Insurance Officers).
- Covering the area by scheduling the staff 24/7 for ER approvals, extensions and pending follow-ups.

PHONE

00971 50 1089282

EMAIL

Sihs_83@yahoo.com

EDUCATION

BSC Pharmacy (bachelor science degree in pharmacy) Baghdad College of Pharmacy.

ADDRESS

Dubai , UAE.

Languages : Arabic & English

Date of Birth: August 1983.

Place of Birth:Cairo

Nationality: Iraqi /Egyptian

Martial Status: Married

Residence Visa (husband)

UAE driving license.

Present Resident in Dubai

WORK EXPERIENCE

Nexus Insurance Brokers

Medical Claims Officer

Employee Benefits Department

Dec 2014 – Dec 2017

- Complete Medical claim Requirements to make sure reimbursement claim will get paid by the insurance company
- Submitting claims to payers on behalf of Nexus clients through online portal or by emails.
- Setting a reminder system according to the member policy in order to follow up for the claim settlement.
- Negotiation with the insurance companies in case of rejecting the claim and try to get it paid.
- Answering the clients queries for any issues regarding the policy or the network providers
- Follow up on behalf of the client for the Pre hospital approvals and issuing of GOP.

Accumed Practice Management

Medical Claims Auditor.

June 2013 – Oct 2014

- Handling resubmission unit from November 2013 due to the best performance with all denial codes from the payers.
- Rejection analysis reporting with full solutions and engine rule implementation.
- Evaluating the medical claim from insurance prospective to ensure no rejection from the insurance company. Dealing with inpatient and outpatient claims for all insurance policies and full knowledge about insurance coverage.
- Claim submission through DHA and HAAD portals.
- Implement the fast audit as rule engine, which it leads to high productivity.
- Meeting with insurance companies to justify high cost claims rejection, with good medical judgment.
- Claims Resubmission with different denial codes. Inpatient and Outpatient.

Oman Insurance

Senior Pre-approval Officer & PBM Incharge

Oct 2012 – Jun 2013

- Inpatient, Outpatient and pharmacy prescription approvals.
 - Evaluating the medical condition professionally and in relation to the member policy.
 - In charge of Pharmacy Benefit Management (PBM)
 - Reporting to the Vice President pre approval department.
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Tawam Hospital Al Ain

Pharmacy Coder & Pre-approval officer

May 2009 – Nov 2011

- Responsible for pharmacy insurance issues.
 - Outpatient pre approval, through the phone calls and fax with full documentation and medical justification
 - Coding medication in proper and fast way around 55 prescriptions per hour.
 - Knowledgeable of all medication codes.
 - Preparing invoices for processing issues.
 - Preparing medication when there is short staff.
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Laith Pharmacy-Baghdad

Licensed Pharmacist

July 2006 – July 2007

- Preparing and dispensing medication and informing the patient information about the usage.
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AlRwad Pharmacy-Baghdad

Assistant Pharmacist

June 2004 – Sep 2004

- Preparing and dispensing medication and informing the patient information about the usage under supervision of Dr Raad Hamza.

Computer Skills

- Internet savvy, utilize the internet resources for researching purposes
 - Microsoft Office applications (Word , Excel and power point)
 - Microsoft Windows operating System
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Courses and Training

- **Excel Advance Course (Al Khawarizmi College) .**
- **Communication Skills Course (Tawam Hospital) .**
- **Intrapersonal Skills Course (Tawam Hospital) .**
- **Training course in Al Shaheed Adnan hospital (Governmental) From Feb. 2006 Till June 2006 for following up the medication for the admitted patient.**
- **Training course in Baghdad Medical teaching city (Governmental) From September 2005 till Jan 2006 in the central pharmacy of the hospital.**

EDUCATION

- **June.2006: BSC Pharmacy (bachelor science degree in pharmacy) Baghdad College of Pharmacy.**
- **Professional membership: Iraqi association of pharmacy 2006**
- **June 2000 Baghdad high School- Scientific Qualification**
- **Continuous Medical Education (Tawam Hospital) more than 35 Hrs with certificates.**

PERSONAL SKILLS

- Working knowledge of employee relations and administrations operations.
- Ability to analyses and solve problems.
- Good Organizational and interpersonal skills with pleasing leadership qualities.
- Highly committed, reliable, responsible and hard working.
- Eager to learn, innovative, creative and ambitious.
- Member of Iraqi Syndicate of Pharmacists.

References

Available upon request.