

## POSITION DESCRIPTION

<b>Title:</b>	Insurance Claims Officer	<b>Location:</b>	Abu Dhabi
<b>Department:</b>	Finance	<b>Reports to:</b>	CFO
<b>Salary:</b>	Salary package		
<b>Prepared by:</b>	CFO	<b>Date:</b>	July 2014

### Overall Purpose:

The Insurance Claims Officer will serve as a support for the Finance Department. He will take the overall role of the Medical and Motor Claims Quality Assurance, Coding, submission to insurance and payment recipient. He / she will undertake specific roles, as per the details below, as well as ad-hoc roles as they arise.

### Roles and Responsibilities

The Roles and Responsibilities of the Insurance Claims Officer will be as follows:

- Develop and update procedures manuals to maintain standards for correct coding, minimize the risk of lack of information, and optimize revenue recovery
- Interpret medical information such as diseases or symptoms, and diagnostic descriptions and procedures for a given emergency incident in order to accurately assign and sequence the correct ICD-9-CM and CPT codes
- Evaluate medical record documentation to ensure that diagnostic and procedural codes accurately reflect and support the reason for transfers, and to ensure that data comply with legal standards and guidelines
- Educate and advise Emergency Medical Dispatchers, Paramedics and EMTs on proper documentation of the diagnosis, procedures, and requirements
- Assure proper Data extraction from the e-PCR
- Code the Diagnosis and Procedures and assure payable claims
- Prepare claims and submit to insurers as per SLAs and provide instant receivable management
- Perform regular Data Quality Check on the e-PCR
- Provide technical guidance to other departmental staff in identifying and resolving issues or errors, ambiguous or nonspecific documentation that do not conform to approve coding principles/guidelines or rejected by insurers
- Follow on Resubmissions and Reconciliation
- Ensure to justify with documents to support, and stand on Coding related disputes with insurers
- Evaluate Remittance Advices and prepares reports, on such topics as number of denied claims or documentation or coding issues, for review by management and/or professional evaluation committees; makes recommendations for changes in policies and procedures

- Review updates from HAAD website, and attends workshops to stay abreast of current issues, trends, and changes in the laws and regulations governing medical record coding and documentation laid by regulatory bodies
- Act as a liaison between the company, Health Authorities and Insurance companies to meet information needs and to ensure proper revenue driving claiming processes
- Identify training needs, prepares training materials, and conducts training for staffs and support staff to improve skills in the better understanding of coding to enhance quality health data
- Maintain a Remittance Advice control register and follow up on delays of receivables
- Attend to insurers' queries
- Provide other relevant information to management, as required
- Perform other duties as directed by the Chief Financial Officer

#### QHSE:

- Engage, understand and participate in Quality Health Safety and Environment ('QHSE') Management System Compliance and Improvement

#### Professional and Academic Expertise

- Bachelor's degree in medical field is highly recommended
- Certificate in Medical Coding is a must : CPC from a well know academy, AHIMA is an advantage
- Experience working in health insurance in UAE and a solid knowledge of processing health insurance claims is essential
- Strong personal computer and business solutions software skills, specifically Excel and Word
- Strong interpersonal skills for interacting with other accountants, clients and Executive Management
- Good communication skills for communicating with support personnel and management
- Strong analytical and problem solving skills
- Good presentation skills for educating internal clients on documentation principles
- Good planning and organizational skills to balance and prioritize work
- Ability to work and adapt in fast pace multicultural environment

Chief Administrative Officer

#### Change Brief

Version	Date	Changes
1	July 2014	Initial version of the position description
2	July 2016	Update reporting line, roles and responsibilities
3	July 2019	Due to review no changes
4	July 2021	Due to review no changes