



Rabiya Mustafa

CONTACT

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 UmmGhuwalina, Doha Qatar

Objective

Over years of cross-cultural experience in accounts and in administrator & in other departments. I am seeking to secure a challenging position in reputable organization.

Experience

Al Jameel Medical Center & Gulf

Laboratory & Radiology Doha Qatar

2021 to Present

Medical Insurance Coordinator

Duties & Responsibilities

- Entered claims data into the system while interpreting coding and understanding medical terminology in relation to diagnoses and -procedures.
- Processed claim forms, and adjudicated for allocation of deductibles, co-pays, co-insurance maximums, and provider reimbursements.
- Proficient in making sure the information being translated to the member and the provider are accurate and up to date.
- Has experience with insurance companies' portals
- Worked as a claims processor, pre-approvals, Medical coder
- Organize and work with detailed office or claim center records, using computers to encode access, search and retrieve data.
- Review the insurance policy to determine coverage.
- Responsible for claim entry into the system of outpatient claims
- Responsible for giving Outpatient direct claim approvals for Maternity, Dental and Optical up to the specified coverage limit.
- Responsible for giving outpatient claim approvals
- Contact the insured or other involved people to obtain missing information (if required)

- Interacting and notifying physicians and allied health professionals on incomplete and unclear documentation to ensure that records / documentations are complete, thereby ensuring accurate coding.
- Post or attach information to the claims
- Able to code the correct ICD and CPT Codes
- Review of MDS before submission
- Able to guide Medical billers to rectify their errors and bill as per the billing guidelines.
- Address all the insurance queries from Doctors
- Reaching out to insurance from time to time to resolve the issues about the rejected claims
- Analysis and Management
- Knowing Medical Terminology
- Confirmed their diagnosis and ICD codes for the requested procedures
- Billing of Approved services
- Doing Pre-approval, Claim Processing, Medical Claim Audits, Claim submission
- Taking approvals for patients, while using the insurance portals.
- Reconciling the claims and approvals with invoices
- Submitting claims to the related portals at the end of the month.
- Preparing the files of each insurance company according to their given formats before submission.
- Scanning all claims and send while submission.
- Communicating with insurance companies daily basis for the approvals queries.
- Dealing with patients regarding their approvals.
- Arranging their appointments with relevant departments.
- Collecting daily income from reception, make a report and deposit cash in bank.
- Entry daily sales in the system.
- Handling petty cash of accounts.
- Reviewing all bills and claims for accurate information.
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Hamad Medical Corporation (HMC) Doha Qatar

2020 – 2020

(Data Analyst)

Duties & Responsibilities

- Approving applications of passengers by using EHTERAZ Pre-Registration Software.
- Verifying passenger's vaccines and all other documents.
- Doing vaccination validation, after verifying vaccine certificates and sent approval to MOPH for final approval.
- Follow up with passengers if needed documents are not complete and not verifiable.
- Explain to passengers all travel policies and protocols and guide them to act accordingly.
- Doing quality checking procedures of all approved and returned applications, making reports and sending to the authorized person

Hamad International Airport (HIA) behalf of HMC Doha Qatar

2020 – 2020

(COVID-19 Admin Supporter)

Duties & Responsibilities

- Doing registration of passengers in EHTERAZ Pre-Registration Software.
- Approving applications of passengers by using EHTERAZ Pre-Registration Software.
- Verifying passenger's vaccines and all other documents.
- Doing registration of VIP passengers for their RAT (Rapid Antigen Test) or PCR.
- Communicating with passengers if needed documents are not complete and not verifiable & explaining them the solution.
- Explain to passengers all travel policies and protocols and guide them to act accordingly.

Hamad Education Center behalf of (HMC) Doha Qatar

2020 – 2020

(FIFA ADMIN SUPPORT)

Duties & Responsibilities

- Handling the accreditation passes and 2nd part passes
- Issuing the passes to (All Stadiums, AL Khor, Industrial Area, Al Cornish, Al Bida Fan Zones, Qtaifan Island. NCC staff for all zones

- Doing registration for all the staff while issuing the passes
- Receiving back, the passes from designated staffs, close the registration
- Doing inventory of all passes
- Serving with medical staff (paramedics, doctors & nurses), doing registration of patients and entering all data of patients
- Doing other support work for other departments

**Dr. Hassan Al-Abdulla Dermatology, Venereology and Laser
Center Doha Qatar**

2017 – 2019

(Administrator)

Duties & Responsibilities

- Collecting daily income from reception, make a report and deposit cash in bank.
- Working on Hukoomi Qatar portal for different works.
- Entry daily sales in the system.
- Handling petty cash of accounts.
- Reviewing all bills and claims for accurate information.
- Entering data into the company's database.
- Handling incoming and outgoing email and physical mail.
- Maintaining and protecting employee and doctor's payrolls WPS in any bank of Qatar.
- Maintaining all staff files in the company's database.
- Identifying and resolving problems and inaccuracies in date entries.
- Dealing with pharmacy suppliers, their invoices and their payments.
- Reconcile all suppliers' bills and accordingly handle their payments.
- Reconcile bank statements according to the cheque payments to suppliers.
- Ensure all business transactions are recorded.
- Process accounts payable.
- Process accounts receivable and issues invoices.
- Assist in the preparation of financial statements according to legal and company accounting and

financial guidelines.

- Understand and adhere to financial regulations and legislation.
- Update financial data in databases to ensure that information will be accurate and immediately available when needed.
- Responsible for day-to-day financial operations within the company, such as payroll, invoicing, and other transactions.
- Assisting in the preparation of accounting reports.
- Performing data entry on daily basis.
- Doing auditing at the end of each year
- Make budget and expense report and calculate the earnings and profit
- Preparing new employees visas
- Arranging their medical and fingerprints
- Make new employees QIDS and renew old employees QIDS
- Arranging employee's uniforms
- Give order for new uniforms
- Keep record of the uniforms
- Dealing with drivers, making their petrol cards, keep check the petrol cards once needed load new balance
- Preparing payroll WPS for all company staff and transferred salariers from any Bank at Qatar.
- Preparing invoices to the clients and follow-up to the payments.
- Maintain vehicle record such as petrol bills; maintain hard copy and soft copy.
- Review all Account payable & Account receivable transactions.
- Keep track of purchase order.
- Review bank reconciliation on monthly basis.
- Supervises the preparation of the revenue, expenses, payroll entries invoices and other documents and management of company cash flow.
- Following up with banks for facilities such as working capital loan, Vehicle & Equipment loans etc.
- Support technical team in preparation of tender.
- Full knowledge of MOI AND HUKOOMI.
- Timely payment to all the bills, Oreedoo, Kharamaa
- Handling company cash fund.
- Maintain electronic and hard copy filling system of employees.
- Provide general administrative and clerical support including mailing, scanning, faxing, and copying to management.
- Sending GUARDS daily reports to MOE (Ministry of Education).
- Making their ATM CARDS of all employees
- Making their job cards according to their job locations and posts
- Make for new recruits with initial processes such as travel assistance, account opening with the bank, accommodation facilities with the housing department, work permits, and family visas with the immigration department.
- Prepare staff contract(s) to be signed by Chief Administration Officer and the newly joined employee(s).
- Assist the new employee by answering queries regarding their contract.
- Issue employees' probationary reports to the Immediate Supervisor for their further action.
- Ensure the confirmation letters are issued, distributed, and filed on the completion of the confirmation process.
- Ensure the documentation submitted for the medical insurance card by the employee are correct.

- Maintain the records of the employee's medical insurance card.
- Process the reimbursement claims submitted by employees and follow up on the receipt of cheques.
- Coordinate with the medical insurance providers for the deletion of resigned or terminated employees.
- Verify the invoices received from a medical insurance provider, indicate the cost center, and forward them to CEO upon the completion of Payment Requisition.
- Process the airfare allowances in Qatar, as per the set policies.
- Ensure the submission of required documentation – original invoice and boarding pass, by the employee.
- Process all the leave applications received from the employees.
- Ensure the eligibility for the airfares and forward to Payroll for further action.
- Forward the application to Immigration for the issuance of an exit permit, according to the departure date.
- Update in computer all the details of the leave application like the type of leave, paid or unpaid leave, etc.
- Arrange the vacation trips for the employees including flight bookings, accommodation, visas, and straight trouble-free trips.
- Assist the employee regarding their vacation holiday.
- Process the vacation trip for the advance payment on acquiring necessary approvals.
- Complete and settle the trip on the submission of travel-related documentation by the employee such as boarding passes, travel-related receipts, etc.
- Working on the deduction of the advance paid.
- Arrange meeting rooms for meetings.
- Make presentations as requested by the department.
- Coordinate with the department and the hotels to finalize the same.
- Make hotel arrangements for the employees if needed.
- Coordinate with the hotel reservations and the requesting department in regards to the same.
- Ensure eligibility of the employee to receive a car loan, once the application is submitted.
- Forward to CEO for payment process after obtaining the necessary approvals.
- Inform the employee of the approval of the car loan and follow up on the documentation such as car registration and insurance papers for filing purposes.
- Ensure the eligibility for the issuance of the requested letter and verify the required documentation is attached to the request, where needed.
- Make petrol cards for drivers and follow up with WOQOD for fill up and payments.
- Issue the clearance letters for all types of employment – casual hire, definite contracts, and indefinite contracts.
- Prepare the service letters in Arabic as per the request – salary certificate, no objection letters, etc., and eligibility.
- Issue the requested letters and dispatch them accordingly.
- Open and maintain the data both in electronic as well as manually.
- Ensure the employee file data is complete and the changes are incorporated if any. Responsible for the design and development of necessary HR forms.
- Verify and process the payment requisitions for various invoices such as medical reimbursements, insurance billings, etc.
- Handle the HR helpdesk to discuss and clarify the queries of the new employees about HR policies and refers to CEO for further advice.

Education

❖ **Virtual University of Pakistan**

Graduate in Business Administration (BBA)

3.75 CGPA

❖ **Pak Shama School & College Doha-Qatar**

Higher Secondary Certificate (ICS)

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Skills

- Computer application skills (MOI, Hukoomi, & MSOffice)
- Merlin
- Ikosoft
- Focus9
- QuickBooks
- Pioneer
- Tally
- H.Mate
- Customer service oriented
- ArabicWriting
- Ehteraz Pre-Registration
- ESKADENIA Software Systems (ESKA® SSO v 8.1.1)

Language

- English
- Urdu
- Hindi
- Arabic (Moderate)

Personal Details

Sponsor : Under Father's

Place of Birth : Doha Qatar