

## **Mrs. Sharina – Experienced Office Assistant**

Mobile: 582078632, E-mail: [sharina0615@gmail.com](mailto:sharina0615@gmail.com), Age: 26 Years , Visa Status: Visit Visa

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### **Educational qualification and Computer skills**

- Bachelor of Commerce Degree from Mangalore University (2018), with distinction obtaining 87%
- Expertise in MS Office applications (Word, Power Point, Excel)

### **WORK EXPERIENCE**

#### **Tejasvini Hospital & SSIOT, Kadri Mangalore Medclaim Staff- (3+ years)**

##### **Responsibilities:**

- Receive and review health insurance claims submitted by policyholders.
- Mandate documents & Pre-auth process.
- In Patient and Outpatient billing
- Analyse medical records, bills, and other supporting documents to assess the validity of claims.
- Maintain organized and detailed records of all claims and related documents.
- Claim Settlement and Updation, Final Documents Submission.
- ECHS Claim processing and billing.
- Communicate with policyholders, healthcare providers, internal departments and third party, middlemen to gather necessary information.
- Query reply and discharge procedure.
- Collaborate with medical professionals to clarify and validate medical procedures and treatment plans.
- Inform claims based on policy terms, conditions, and medical necessity.
- Address policyholder inquiries and concerns related to claims processing.
- Provide clear and concise information about claim status and documentation requirements.

### **PERSONALITY SKILLS**

- Multilingual: English, Hindi, Malayalam and Kannada
- Good administration and organization skill
- Excellent oral and Communication Skills
- Effective time management and decision-making skills.
- Hardworking, goal-oriented, Adaptive, Sincere and Supportive.
- Fast learner and Initiative.
- Self-motivated and able to work independently or with a team