



JOYAL NALAPAT

+971567684145

joyalnalapat@gmail.com

MY STRENGTH:

Hardworking

Fast Learner

Good Communicator

CURRICULUM VITAE

OBJECTIVE

Ambitious and self-motivated individual having more than 12 years of experience, seeking a challenging position in a reputed organization where I can utilize my skills & abilities for mutual growth.

EDUCATIONAL QUALIFICATION

- **BBA** (Manipal university)
- **DFSE**(Diploma in Fire and safety Engineering)
- **Higher Secondary**(science- State board)
- **SSLC**(State board of Kerala)
- Computer Knowledge (Microsoft Office-MS Word, MS Excel etc)
- **NON-CPC** (Non-certified professional coder- ICD10)

EXPERIENCE

- **Worked as an insurance department incharge at St.James Hospital Chalakudy, Thrissur, Kerala, India. (450 bedded NABH entry level accredited multi-specialty hospital, December 2022 to March 2024)**
- **Have 11 years of hospital experience at Jubilee mission medical College and Research centre (1500 bedded NABH Accredited multi-specialty hospital) Thrissur, Kerala, India (Since October,2011 to November,2022).**

KEY RESPONSIBILITIES

□ Insurance Coordinator (2019-2024)

- Checking and Verifying MOU between the hospital and the insurance company/TPA.
- Responsible for overseeing the insurance operations and work designing, implementing and training staff on insurance protocols.
- Disallowance reconciliation and mutual settlement coordinated with Insurance Companies.
- Coordinating with Accounts Receivables department after proper reconciliation.
- Disallowance reasons evaluated, improvement areas identified and changes implemented.
- Submission of Insurance department statistics on a monthly basis.
- Regularly review outstanding claims and liaise with the Management/Finance Department to ensure the adequacy of claim reserves.
- Help the patient to intimate claim on the day of admission.
- If any query from Insurance Company, update reply through by mail or their portal.
- Send discharge summary and final bill to insurance company for final approval.
- Send all hard copies to Insurance Company/TPA by courier/speed post for settlement.

□ Supervisor (2011-2019)

- Controlling helpdesk.
- Supervising non-medical staff including housekeeping staff & maintenance workers.
- Rectifying, reporting & resolving complaints.
- Prioritizes schedules, assigns, directs, supervises and evaluates the work of maintenance personnel.
- Supervises and participates in the completion of both scheduled and unscheduled work orders and emergency service calls.
- Maintains required records.
- Prepare reports or summaries on the status of operations, maintenance and other activities.

PERSONAL DETAILS

Full Name : Joyal Nalapat
Date of Birth : 25-5-1987
Nationality : Indian
Passport no : T6845825
Visa Status : Spouse Visa
Religion : Christian
Sex : Male
Marital Status : Married
Languages known : English, Hindi, Malayalam & Tamil
Permanent Address : Nalapat House, Koratty P.O, Thrissur(Dist),
Kerala, India.
Contact Details : [+971567684145](tel:+971567684145)
joyalnalapat@gmail.com

ACKNOWLEDGEMENT

I hereby declare that the above-mentioned information is true and correct to the best of my knowledge and belief.

10/04/2024

Joyal Nalapat