



ANN MARIAM JOHN

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**Present Address: Pallipparambil House, Koottikal,
Mundakkayam, Kottayam, 686514**

OBJECTIVES

To obtain a challenging and progressive position in an organization where utilize my knowledge, hardworking capacity and creative thinking aid to achieve the industries goals and customer satisfaction.

PROFESSIONAL EXPERIENCE (2 YEARS & 11 MONTHS)

1. INSURANCE COORDINATOR at The Lifeline Multispecialty Hospital, Adoor – Nov 2020 to July 2021 and Oct 2022 to Oct 2023

- Respond to patient inquiries by phone, email and in-person.
- Examine claims records and forms to determine whether the patient has medical insurance.
- Updating the tariff rate and communicating to private insurance companies & MEDISEP and getting approval.
- Obtaining referrals and pre-authorization forms as required for procedures.
- Checking eligibility and benefits verification for treatments, hospitalizations, and procedures.
- Following up with the insurance company for Initial approval and answer if any query raised.
- Reviewing patient bills for accuracy and completeness, and obtaining any missing information.
- Getting the final approval from Insurance Company and communicating to the patient.
- Sending hardcopies of insurance document to Insurance companies, updating payment spreadsheets, and following up for payment
- Checking each insurance payment for accuracy and compliance with contract discount.

- Collecting the documents for reimbursement and obtaining any missing documents.
- Make the documents ready and handing over to patients.

2. GUEST AND PATIENT RELATION EXECUTIVE at KIMS Health Hospital, Kollam – Aug 2021 to Sept 2022

- Greet customers- patient and accompanying persons cordially.
- Assigned to reception at various points to raise bills and collecting payments.
- Answering to patients inquires through telephone, emails and in person.
- Guiding the patients to respective departments and providing necessary information to patients.
- Ensuring that patients are satisfied with care and feel comfortable.
- Handling patient complaints in a timely and efficient manner and finding the solution.

3. INTERNSHIP at The Lifeline Super Specialty Hospital, Adoor.

- Maintain employee Database accurate and up-to-date.
- Screening and short listing resumes
- Schedules interviews and confirms applicant availability.
- Assisting with HR reports and employee queries.
- Track the daily attendance of the employees.

EDUCATIONAL QUALIFICATION

Course	Institute	Year	Percentage
MBA (HR & Finance)	University Institute of Management, Adoor, KeralaUniversity	2020	70%
BBA (Management)	College of Applied Science, IHRD, Adoor, KeralaUniversity	2018	78%
Class XII	Govt Girls Higher Secondary School, Adoor	2015	86%
Class X	St. Mary's MMGHS, Adoor	2013	84%

EXPERIENCED AND INTERESTED SKILLS

- ❖ Communication skills
- ❖ Service focused
- ❖ Problem solving & Self motivating
- ❖ Critical thinking and analytical skills.
- ❖ Adapt to changes quickly
- ❖ Good team player
- ❖ Good Time Management
- ❖ Basic knowledge of MS Office.

PERSONAL DETAILS

DOB	Gender	Marital Status	Nationality
12.05.1997	Female	Married	Indian

Languages Known:

English	Malayalam	Hindi	Tamil
Read, Write & Speak	Read, Write & Speak	Read, Write	Speak

Reference:

HR Manager

The Lifeline Multispecialty Hospital, Adoor

Email id: hrd@lifelinehospitalkerala.com

Contact no: 04734 223377

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place: Kerala

Ann Mariam John