



Dr.SYED MUHAMMAD AKBER



EXPERIENCE

RCM MANAGEMENT -FINANCE DEPARTMENT AMBULATORY HEALTHCARE SERVICES - SEHA - Abu Dhabi, United Arab Emirates
03/2023 - Current

- Review and assess dental authorization requests submitted for the approval to payers by dentist care providers for completeness and accuracy
- Verify patient information, dental necessity, and compliance with insurance policies and guidelines
- Verify patients' dental insurance coverage to determine eligibility for the requested dental services
- Communicate with dental insurance providers to obtain necessary authorization and approval
- Make informed decisions on the approval or denial of dental authorization requests based on established criteria

MANAGEMENT CONSULTANT AFFORDABLE MANAGEMENT CONSULTANCY LLC - Abu Dhabi, United Arab Emirates
05/2021 - 02/2023

- **Analysis of Healthcare Operations:** conducting thorough assessments of healthcare organizations, including hospitals, clinics, and healthcare systems
- They analyse current processes, workflows, and organizational structures to identify areas for improvement
- **Regulatory Compliance:** staying abreast of healthcare regulations and industry standards
- They assist healthcare organizations in ensuring compliance with local, state, and federal regulations, as well as accreditation requirements
- **Strategic Planning:** Based on my analysis, develop strategic plans tailored to the unique needs of healthcare providers
- They work closely with leadership teams to formulate strategies for achieving organizational goals, improving patient outcomes, and enhancing financial sustainability
- **Quality Improvement:** focusing on enhancing the quality of patient care by identifying opportunities for improvement
- This may involve implementing quality assurance programs, optimizing clinical workflows, and promoting evidence-based practices
- **Financial Management:** I provide expertise in financial management, including budgeting, revenue cycle management, and cost containment
- They help organizations identify opportunities to enhance financial performance while maintaining high-quality care
- **Technology Integration:** With the increasing role of technology in healthcare, consultants assisting an organizations in adopting and optimizing healthcare information systems
- This includes electronic health Medical records (EHMR), telemedicine solutions, and other digital tools to improve efficiency and patient outcomes
- **Change Management:** role in managing organizational change
- I assist in implementing new processes or technologies, ensuring that staff is adequately trained, and facilitating a smooth transition to enhance overall effectiveness

CONTACT



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SUMMARY

Experienced healthcare management professional with a robust background in revenue cycle management, audit processes, and strategic planning. Proven track record in enhancing operational efficiency, ensuring regulatory compliance, and improving financial performance within healthcare organisations. Adept at leading teams, managing complex projects, and integrating advanced healthcare information systems to optimise patient care and outcomes. Core competencies include quality assurance, risk management, financial management, and data analysis. Career goal: to leverage extensive expertise in a senior leadership role to drive innovation and excellence in healthcare operations.

SKILLS

- Quality Assurance
- Operational Efficiency
- Risk Management
- Healthcare Policy Analysis
- Financial Management
- Regulatory Compliance
- Contract Negotiation
- Project Management
- Data Analysis

- Strategic Planning
- Electronic Health Records (EHR) Systems
- Data Analytics Software
- Microsoft Excel
- Healthcare Information Systems
- Project Management Software
- Business Intelligence Tools
- Customer Relationship Management (CRM) Software
- Communication
- Leadership
- Problem-Solving
- Critical Thinking
- Team Collaboration
- Adaptability
- Conflict Resolution
- Time Management
- Decision-Making

LANGUAGES

English: C2

 Proficient

Arabic: A2

 Elementary

Urdu: C2

 Proficient

Hindi: C2

 Proficient

French: A2

 Elementary

- Patient Experience Enhancement: Being Healthcare Management Consultants focus on improving the overall patient experience by assessing communication channels, streamlining appointment processes, and implementing patient-centred care initiatives

Revenue Cycle Manager Canadian Medical Center LLC - Abu Dhabi 02/2022 - 08/2022

- Resolving revenue cycle problems in medical facilities.
- Supervising and overseeing staff in duties related to patient billing, insurance communications, collections, cash posting, account management, and contract analysis.
- Managing patient billing and insurance claims.
- Creating reports, analyzing data, and identifying lost revenue.
- Implementing revenue cycle management strategies.
- Overseeing the entire billing process, from patient insurance verification to payment.
- Leading revenue cycle team members to improve performance and achieve revenue goals.

HEAD OF THE PROVIDER AUDIT SEHTEQ HEALTH INSURANCE TPA COMPANY - Dubai, United Arab Emirates 02/2021 - 12/2021

- As the Head of Provider Audit, I played a pivotal role in overseeing the audit processes related to healthcare providers within the organization
- My responsibilities included leading a team of auditors, developing audit strategies, ensuring compliance with regulations, and fostering positive relationships with healthcare providers

DIRECTOR OF DENIAL MANAGEMENT & AUDIT EXCELLENCY GROUP OF COMPANIES' MANAGEMENT - Abu Dhabi, United Arab Emirates 09/2018 - 12/2020

- As the Director of Denial Management & Audit, your primary responsibility is to lead and oversee the denial management process and audit functions within a healthcare organization
- Your role involves developing strategies to reduce and prevent claim denials, managing audit initiatives, and ensuring compliance with healthcare regulations

SUPERVISOR MEDICAL INVESTIGATION & SPECIAL UNIT IN AUDIT DAMAN MEDICAL INVESTIGATION & AUDIT - Dubai, United Arab Emirates 09/2016 - 07/2018

- As a Supervisor in the Medical Investigation & Audit department, my role was integral to ensuring the accuracy, compliance, and efficiency of medical billing and claims processes
- I used to lead a team of professionals in conducting investigations, audits, and reviews to safeguard against fraudulent activities, verify claims, and maintain the highest standards of quality in Daman healthcare services

SENIOR MEDICAL REVIEW OFFICER/TEAM LEADER DAMAN NATIONAL HEALTH INSURANCE COMPANY 03/2012 - 08/2016

- Senior Medical Review officer/Team Leader at Daman National Health Insurance Company from March 2012 to August 2016



CERTIFICATIONS

- Certified healthcare Auditor, AMERICAN MEDICAL ASSOCIATION AIHC, NEW YORK, US, USA, 2016
- Certified professional coder from AAPC, AAPC, NEW YORK, US, USA, 2014



EDUCATION

MBA: Healthcare administration

ATLANTA UNIVERSITY - USA, MERYLAND, 01/2012

MBBS: Bachelor of medicine and Bachelor of surgery

KARACHI UNIVERSITY - KARACHI, PAKISTAN, 01/1998



HOBBIES AND INTERESTS

- community involvement, writing, blogging, learning languages, photography, traveling, doing sports, reading,



DRIVING LICENCE

- Light Vehicle Driving License



REFERENCES

- Reference would be served upon request