

Personal details

Jacques Khalil
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Lebanon
September 7, 1985
Faraya
Male
Unmarried

Skills

Medical Coding ●●●●●
Reporting ●●●●●
Excel ●●●●●
Claims Processing & Management ●●●●●
Performance Monitoring & Optimization ●●●●●
Insurance Policy & Regulatory Compliance (CCHI Guidelines) ●●●●●
Team Leadership & Staff Training ●●●●●
Provider & Insurance Coordination ●●●●●
Problem-Solving & Dispute Resolution ●●●●●
Medical Auditing ●●●●●
Claims Dispute Resolution ●●●●●
Workflow Optimization ●●●●●

Profile

Experienced Claims Processing Supervisor / Claims Manager with 10+ years in the TPA industry, specializing in claims auditing, medical coding, and performance management. Expertise in claims data analysis, workflow optimization, and regulatory compliance. Adept at resolving claim disputes, managing provider relations, and implementing process improvements to enhance efficiency and accuracy.

Education

Nursing Diploma Oct 2005 - Sep 2008
Lebanese University – National Institute of Lebanon, Lebanon
12th grade Oct 1988 - Sep 2003
Mesrobian high school, Bourj hammoud

Employment

Claims Processing Supervisor / Claims Manager Mar 2023 - Jun 2025
Total Care Saudi, Saudi

- Oversee end-to-end claims processing operations, ensuring timely and accurate claim settlements.
- Conduct medical audits and coding reviews to validate claim accuracy and detect discrepancies.
- Ensure compliance with CCHI regulations and insurance policies for smooth claims approval.
- Manage internal and external communication with insurance companies, providers, and stakeholders to resolve claim disputes.
- Analyze claims data trends to optimize workflows and enhance processing efficiency.
- Implement performance metrics to monitor team productivity and improve turnaround time.
- Train and mentor claims processing staff to maintain high standards of accuracy and compliance.
- Developed and enforced claims processing protocols to ensure adherence to industry standards and regulatory requirements.
- Collaborated with IT teams to enhance claims management software for improved accuracy and processing speed.
- Led root cause analysis initiatives to address recurring claim disputes and implement effective resolution strategies.
- Established and maintained relationships with insurance carriers to streamline claim verification and approval processes.
- Directed training programs focused on medical coding, compliance regulations, and fraud detection to elevate team expertise.

Performance Management Officer Sep 2015 - Feb 2023
Synergy TPA Solutions, mirna al shalouhi

- Developed and tracked KPIs (Key Performance Indicators) to measure claims

Root Cause Analysis	●●●●●
Continuous Improvement	●●●●●
Report Writing	●●●●●
Communication Skills	●●●●●
Trend Analysis	●●●●●
Claims Processing Operations	●●●●●
Mentoring and Training	●●●●●

Languages

English	●●●●●
Arabic	●●●●●
French	●●●●●
Armenian	●●●●●

Hobbies

- Reading
- Cooking
- Gardening
- Traveling
- Music
- Meditation

- processing efficiency.
- Identified workflow inefficiencies and implemented corrective actions.
- Conducted trend analysis to optimize claim approval rates and reduce processing delays.
- Reviewed claims data and reports to ensure policy and regulatory compliance.
- Identified patterns in claim denials, delays, and rejections to recommend improvements.
- Utilized data visualization tools (Excel, Power BI) for reporting and decision-making.
- Ensured adherence to CCHI regulations and insurance submission guidelines.
- Implemented best practices in medical audit and coding to reduce errors and fraud.
- Led continuous improvement initiatives to enhance claims processing accuracy and efficiency.
- Coordinated with insurance providers, medical facilities, and internal teams to resolve claims disputes.
- Drafted professional reports for management and regulatory bodies.
- Managed internal and external communications to improve workflow efficiency.
- Trained and mentored claims processing teams on best practices and compliance requirements.
- Conducted performance reviews and provided feedback for staff development.
- Collaborated with HR to align performance goals with organizational objectives.
- Designed and implemented a comprehensive performance management framework to align team objectives with organizational goals.
- Monitored and analyzed performance data regularly to identify areas for operational improvements and staff development.
- Facilitated performance appraisal processes, providing actionable feedback to enhance employee productivity and engagement.
- Collaborated with cross-functional teams to develop training programs that address skill gaps and improve overall team performance.
- Established benchmarks for key performance indicators to evaluate claims processing accuracy and turnaround times.
- Led initiatives to foster a culture of continuous improvement, ensuring compliance with regulatory standards and internal policies.

Delegate/Customer service representative
Aug 2012 - Sep 2014

Globemed lebanon, Sin I fil

- Handled customer inquiries and provided timely assistance to resolve insurance claim issues efficiently.
- Coordinated with insurance companies and healthcare providers to facilitate smooth claims processing and dispute resolution.
- Managed customer service escalations related to claims and ensured satisfactory outcome for customers.
- Maintained comprehensive knowledge of insurance policies and CCHI regulations to accurately inform and guide customers.
- Trained and supervised customer service representatives to uphold high standards of service delivery and compliance.
- Collaborated cross-functionally with claims management and medical auditing teams to ensure comprehensive support and accurate resolution for clients.

Ward nurse neonatal**2012 - Jun 2014****Levant hospital, sin I fil**

- Provide specialized nursing care to neonates in the neonatal ward, monitoring vital signs and developmental progress.
- Administer medications and treatments prescribed by neonatologists, ensuring accurate dosage and timing.
- Collaborate with multidisciplinary teams including doctors, respiratory therapists, and social workers to develop and implement individualized care plans.
- Educate and support families of neonates regarding care procedures and health conditions, promoting parent-infant bonding.
- Maintain meticulous medical records and documentation in compliance with hospital policies and healthcare regulations.
- Implement infection control protocols and safety procedures specific to the neonatal intensive care environment to prevent complications.

ward nurse perdiatric**2008 - 2012****St Louis hospital, Jounieh**

- Provided comprehensive nursing care to pediatric patients in a busy ward, ensuring their physical and emotional needs were met.
- Monitored vital signs and administered medications accurately according to pediatric dosing guidelines and physician orders.
- Collaborated with multidisciplinary teams, including doctors and therapists, to develop and implement individualized care plans for pediatric patients.
- Educated parents and caregivers on child health, medication administration, and post-discharge care instructions.
- Maintained detailed and accurate patient records, documenting observations, treatments, and progress notes in compliance with healthcare regulations.
- Responded promptly to pediatric emergencies, providing life-saving interventions and coordinating with rapid response teams to ensure patient safety.
- Conducted developmental assessments and monitored growth milestones to identify early signs of health issues and collaborate with specialists for timely interventions.
- Implemented infection control protocols specific to pediatric wards to minimize the risk of hospital-acquired infections among vulnerable children.
- Coordinated pediatric patient admissions, discharges, and transfers to optimize ward capacity and ensure continuity of care.
- Implemented pediatric-specific pain management protocols to improve comfort and recovery times for young patients.

Practical nurse emergency room**2004 - 2008****St Therese hospital**

- Provided critical nursing care to patients in a fast-paced emergency room environment, assessing and monitoring vital signs and symptoms.
- Assisted physicians and other healthcare professionals during emergency procedures and patient examinations.
- Administered medications and treatments as prescribed, ensuring patient safety and adherence to protocols.
- Managed patient flow and prioritization in the emergency department to optimize care delivery and reduce wait times.
- Documented patient care accurately and timely in medical records, ensuring compliance with healthcare regulations.
- Collaborated with interdisciplinary teams to deliver coordinated, effective emergency care and improve patient outcomes.
- Implemented efficient triage protocols to prioritize emergency cases and improve patient throughput in the emergency room.

- Monitored and maintained emergency medical equipment readiness to ensure immediate availability during critical situations.
- Educated patients and families on post-emergency care instructions and preventive health measures to support recovery and reduce readmission rates.