

Rouaa Takkoush, RN

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PROFESSIONAL SUMMARY

Detail-oriented Medical Claims Processor and Registered Nurse with strong experience in claims auditing, provider relations, and healthcare documentation across multiple hospitals and clinics. Skilled in resolving claims issues, coordinating between providers and insurance departments, and ensuring compliance with policies for accurate claims adjudication. Proficient in HIMS, IBM AS/400, and Microsoft Excel, with certification in Medical Coding and Billing. Adept at analyzing trends, identifying eligibility issues, and ensuring efficient claims processing.

Work Experience:

Medical Claims Processor / Field Representative

Company: Best Assistance TPA/ Bankers Insurance February 2025– Present

Worked across AUBMC, Clemenceau Medical Center, Trad Hospital, Najjar Hospital, and Bekhazi Medical Group Hospital

- Audit and process medical claims for accuracy, identifying discrepancies and ensuring compliance with provider contracts.
- Collaborate with claims departments to resolve pending claims and ensure correct pricing.
- Serve as liaison between providers, patients, and insurance companies to resolve billing and claims-related issues.
- Research and address verbal and written provider claims inquiries.
- Maintain detailed documentation and track claims using HIMS and IBM AS/400 systems.
- Analyze trends in claims issues to recommend process improvements and prevent recurrent errors.
- Handle monthly reception and auditing of received bills from multiple hospitals.

Maternity Leave Cover School Nurse (September 5th, 2024- November 15th 2024)

Location: Wellspring Learning Community

Responsibilities:

- Assessed and cared for diabetic students, monitored glucose levels, and administered insulin.
- Maintained accurate health records and followed up with parents regarding absences and medical updates.
- Collaborated with staff to support student health and manage chronic conditions.

Technical Tools:

- HIMS (Hospital Information Management System)
- Microsoft Office Suite
- Telephonic communication and documentation tools
- IBM AS/400
- Medical coding

Education:

September 2021- July 2024

Degree: Bachelors in science of nursing

Certifications:

Basic Life Support - American Heart Association

Medical Coding and Billing - Alpha Academy

Languages:

Arabic: Native

English: Excellent

