

Rouaa Takkoush

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PROFESSIONAL SUMMARY

Detail-oriented medical case manager and Registered Nurse with strong experience in preauthorization, 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, EPIC, and Microsoft Excel, with certification in Medical Coding and Billing. Adept at analyzing trends, identifying eligibility issues, and ensuring efficient claims processing.

Work Experience:

Pre Authorization Specialist/ Case Manager

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

Worked across American University of Beirut Medical center, Clemenceau Medical Center, Trad Hospital, Najjar Hospital, and Bekhazi Medical Group Hospital

- Serve as a liaison between providers, patients, and insurance companies to resolve billing and claims-related issues.
- Independently coordinated all insurance related processes for Clemenceau Medical Center including In-patient case management, preauthorization for admissions, and outpatient service approvals.
- Managed communication with international insurers, ensuring timely submission of documents, and follow up on approval status.
- Handle monthly reception and auditing of received bills from multiple hospitals.
- Maintained performance under pressure by managing 60-100 daily calls alongside documentation and coordination tasks.

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
- Epic

Education:

September 2021- July 2024

Degree: Bachelor's in science of nursing

Certifications:

Basic Life Support - American Heart Association

Medical Coding and Billing - Alpha Academy

Languages:

Arabic: Native

English: Excellent

