



Mahak Bathla

MHA (IIHMR, Jaipur)
Bachelors in Prosthetics and Orthotics

mahakbathla@gmail.com

U.A.E-00971 528 198 320

Sharjah, UAE

A competent professional with 5 years of cross functional experience in Health Insurance ,Administration, Patient Relations, Corporate Communications (Internal & External), Quality Improvement, Patient Service, Media Relations, Business Development, Strategic and budget planning.

WORK EXPERIENCE

Insurance Relations Officer

Arabia Holdings

Healthcare Division

09/2019 – 11/2019

Dubai, UAE

Hospital Administrator

Aster Hospital

05/2016 – 08/2019

Dubai, UAE

Trainee

Patient Safety Department

World Health Organization (WHO)

03/2015 – 05/2015

Geneva, Switzerland

Clinical Rehabilitation Specialist

Otto Bock Healthcare

03/2013 – 04/2014

New Delhi, India

SKILLS

Claims
Management

Insurance
Business

Operations
Management

Business
Development

Customer
Excellence

Team
Management

Presentation
Skills

Leadership
Skills

EDUCATION

MBA-Hospital and Healthcare Management

IIHMR University

Indian Institute of Health Management Research

03/2014–04/2016

Jaipur, India

Bachelors in Prosthetics and Orthotics

Delhi University

07/2008–03/2013

New Delhi, India

PERSONAL DETAILS

Visa status: **Spouse Visa**

Passport Number: K8044994

DOB: 20TH Aug 1989

Gender: Female

Address: 1103, Al Zahra Tower, Al Nahda , **Sharjah, UAE**

LANGUISTIC PROFICIENCY

English: Understand, speak, read, write

Hindi: Understand, speak, read, write

Punjabi: Understand, speak, read, write

ROLES AND RESPONSIBILITIES

1. Arabia Holdings, Healthcare Division

Insurance Relations Officer

Dubai,UAE – Sep 2019 to Nov 2019

- Analyzing different policies of payers and assisting in decision making of selection of Insurance policy for staff.
- Managing referral business and Insurance medical tourism
- Liaising with insurance companies w.r.t the claims cycle viz. claims approval, submissions and Re-submissions.
- Creating contracts between parent company and hospitals/Insurance companies in co-ordination with legal team.
- Redirecting staff to the appropriate health care facility

2. Aster Hospital, Al Mankhool

Hospital Administrator

Dubai – 8th May 2016 to 27th Aug 2019

- Accountable for managing the operations for IP and OP Maternity with managing rejections of insurance claims
- Built new service models and customer engagement initiatives with efforts to achieve business growth.
- Identified the process gaps in terms of approval, client process, insurance rejections and revenue leak.
- Suggested the business strategies to increase numbers of maternity
- Developed mechanisms to evaluate and monitor quality of healthcare services provided in the hospital.
- Established Aster Nurture Program as USP for Aster Brand.
- Represented the department at meetings with government officials, public, media and other organizations for all the sessions, events, seminars and Inductions.
- An effective speaker with excellent relationship building & interpersonal skills, strong analytical, problem solving & organizational abilities.

3. World Health Organization (WHO), Geneva, Switzerland - 30th March to 30th May 2015

Trainee (Only Indian student who got selected for an Internship at WHO for the year 2015) Housing

Coordinator - Active member of 'Intern Board' at WHO(HQ), Geneva

Project Undertaken- Quantifying Emergency and Essential Surgical Care at Primary, Community and District level Healthcare Facilities in Rajasthan via WHO's Situational Analysis Tool (SAT).

4. OTTOBOCK Healthcare, New Delhi – May 2013 – April 2014

Clinical Prosthetist and Orthotist

- Perform comprehensive assessment of the patient to obtain an understanding of orthotic/prosthetic needs.
- Providing best suited solution for fitment of prosthetic and orthotic product to physically disabled people
- Formulation of the treatment plans
- Cultivating excellent work coordination with Orthopedic surgeons
- Provide continuing patient care.