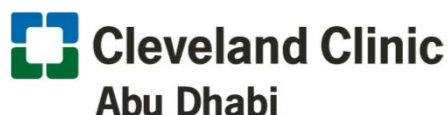


مركز التوظيف وشؤون الخريجين
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Ref.#	Job Title	Major	Gender
JV500	MANAGER, ORGANIZATIONAL EFFECTIVENESS	All CBE Majors	Both
JV501	MEDICAL SECRETARY	All CBE Majors	Both
JV502	Organizational Effectiveness Specialist	All CBE Majors	Both
JV503	PATIENT & GUEST SERVICES ASSOCIATE	All CBE Majors	Both
JV504	PATIENT & GUEST SERVICES ASSOCIATE	All CBE Majors	Both
JV505	Patient Access Representative II	All CBE Majors	Both
JV506	PUBLIC RELATIONS MANAGER	Marketing - Public Relations	Both
JV507	QUALITY ASSURANCE & TRAINING COORDINATOR	HR	Both
JV508	Revenue Integrity Analyst I	All CBE Majors	Both

للتسجيل أو الحصول على مزيد من المعلومات التفضل بزيارة الموقع:

http://www.uaeu.ac.ae/ccpp/student/job_navigator.shtml



UAEU_CCPP



@UAEU_CCPP



03/7134700 – 03/7134702



JN@uaeu.ac.ae



How To Apply

Note: First time applicant

The application process takes about 15 to 20 minutes.

Step 1: Create your profile

- a. Log on to Cleveland Clinic Abu Dhabi Career Portal: <http://my.clevelandclinicabudhabi.ae>

Note: To apply for Physician, Nursing or Allied Health Clinic opportunities, visit the Careers Section of Cleveland Abu Dhabi Website: www.clevelandclinicabudhabi.ae

- b. Click "New User Registration":

- c. Enter your information and click "Proceed to Create your CV" on the lower-side of the page.

Note: If you are referred by a Cleveland Clinic Abu Dhabi caregiver, a Cleveland Clinic caregiver or a Mubadala employee, specify his / her full name.

Note: If you are a Cleveland Clinic Abu Dhabi caregiver, use your professional email address to register and apply.

- d. Name your CV and click "Continue" at the lower-side of the page.
- e. Click "Attach CV From File" on the upper-side of the page to upload an electronic copy of your CV.
- f. Complete the missing required CV sections (personal information, education, experience, qualifications etc.).
Note: To be able to apply for jobs, your CV Completeness Score must reach a minimum of 90%.

Account Login

User Name:

User Name or Email Address

Password:

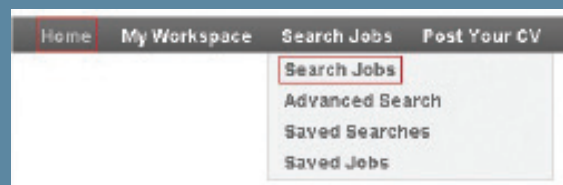
Log In

[Forgot your login info?](#)

[New User Registration](#)

Step 2: Search for jobs

- a. Once your profile is created and completed, you are ready to search for career opportunities at Cleveland Clinic Abu Dhabi.
- b. To search for jobs:
- Click "Home" to go back to the Career Portal Homepage
 - Or Click "Search Jobs"



- c. To begin viewing current job postings, you can either enter keywords or search by job category, employment type or career level.

Step 3: Apply for jobs

When you click the title of the position, the job description will appear. Once you have reviewed the job description and determined that you meet the minimum qualifications, click "Apply Now" on the upper left-hand side of the page.

Note: If you are a Cleveland Clinic Abu Dhabi caregiver, you are eligible to apply internally for any job opportunity if you have completed a minimum of one year in your current position.

Note: Feel free to follow Cleveland Clinic Abu Dhabi LinkedIn page: <http://www.linkedin.com/company/cleveland-clinic-abu-dhabi> where we will share on a regular basis new career opportunities and updates on Cleveland Clinic Abu Dhabi.

FAQ: Frequently Asked Questions

When will I hear back from Cleveland Clinic Abu Dhabi?

- a. By creating a profile, you become active in the Cleveland Clinic Abu Dhabi Talent Pool which we use as a resource to identify talents.
- b. Due to the volume of applications received, please understand that we cannot respond or provide informational updates to each applicant individually. You will be contacted by our Talent Acquisition team if more information is required, or if you are considered for the position to which you applied.

What should I do if I am having technical difficulty when completing my profile or applying for a job?

For technical assistance with your online application process, please click "Feedback" on the lower-left side of the page. You should receive feedback within 48 hours. Unsolicited applications or speculative requests sent through this email address will not be considered.

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JOB VACANCY FORM[®]

IMPORTANT: The information presented in this document can be shared only internally at UAE University!

Job Reference No.: JV500

Company Name: **Cleveland Clinic Abu Dhabi**



Company Type: Semi-Government

Job Position/Title:	MANAGER, ORGANIZATIONAL EFFECTIVENESS	Academic Major:	All Majors Business & Economics
Salary Range:	Very Competitive Package	Years of Experience:	5 years of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: This position is responsible for providing and overseeing organizational effectiveness solutions that impact corporate culture and engagement. This position will work with business to conduct needs analysis propose and implement processes and performance interventions to improve organizational effectiveness, This position will also implement the annual and quarterly engagement surveys and propose and implement solutions that can improve engagement at department and organization level . PRIMARY DUTIES AND RESPONSIBILITIES: Caregiver Engagement: - Runs the annual and quarterly surveys to measure and track engagement levels for departments and the organization. - Supports the training of managers and Engagement Coaches/ Champions on concepts of Engagement. - Recommends organization-wide actions and initiatives based on Engagement results and other feedback collected from Caregivers. Implements identified solutions. - Facilitates the Impact Planning process with Coaches and managers and supports them in the identification of solutions to improve engagement levels within teams. Culture-building Tools/ Change Management Initiatives: - Collaborates with institutional stakeholders and evaluates business needs to identify organization-wide strategies that are critical to the Organization's mission, vision, culture, values, and strategic priorities. - Proposes best practices in industry and CCF, oversees design, development and implementation of programs to help build a culture of Healthcare Excellence by integrating our key priorities of "Employee Engagement" and "Patients First" philosophy.		

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	- Facilitates innovative and creative thinking and a problem-solving approach to change management Capability Building –Organization wide - Identify solutions to build capability within organization through use of psychometrics, assessment and personality tools - Identify programs to build capability of managers as it ties to engaging and retaining talent. - Collaborate with Manager, Performance and Talent Management to design and implement Assessment centers Organization-wide Events: - Identifies and oversees the implementation of internal events and team-building activities to boost engagement. Events include town halls, picnics, socials, cultural and other engagement activities Recognition Programs: - Identifies and oversees the implementation of recognition and rewards programs at CCAD
Minimum Qualifications:	- Bachelor degree. - Minimum of five (5) years of HR experience is required; three (3) years in Organizational Development preferred - Managerial and/or supervisory experience is preferred - Strong understanding of the process for organizational development processes and implementation of organization wide interventions including assessment, design, development and implementation of engagement and performance processes Ability to build relationships and influence decisions at all organizational levels - Strong interpersonal, organizational and problem-solving skills - Strong oral and written communication skills - Ability to speak and write in English is required - Health care industry experience is preferred
No. of Positions Required:	1
Job Close Date:	Open Until Filled

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Job Reference No.: JV501

Company Name: **Cleveland Clinic Abu Dhabi**



Company Type: Semi-Government

Job Position/Title:	MEDICAL SECRETARY	Academic Major:	All Majors Business & Economics
Salary Range:	Very Competitive Package	Years of Experience:	1 years of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: This position is responsible for providing administrative and support duties to the Medical department and may function as a liaison between departments and others external to the Medical department and CCAD. PRIMARY DUTIES AND RESPONSIBILITIES: Caregiver Engagement: • Produces correspondence, manuscripts, notes, summaries, meeting minutes and other material from a variety of sources • Develops and maintains departmental files, documents, data files and confidential information • Answers incoming telephone calls and refers to appropriate Medical personnel for proper handling • Gathers and summarizes data for projects, studies and reports • Coordinates special functions and/or programs as assigned, including special studies, surveys, publications, etc. • Serves as a liaison between departments and others within and/or external to the Medical department and CCAD		
Minimum Qualifications:	• Bachelor degree. • Minimum of one (1) year experience as a medical secretary in a health care environment is required • Experience with word processing software is required (minimum of 40 words-per-minute) • Understanding of medical terminology • Ability to use office automated software • Strong organizational and project management skills to coordinate multiple activities		

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	• Ability to create and express new and innovative ideas to help build efficiency and effectiveness within the Medical department • Excellent interpersonal skills • Strong oral and written communication skills • Ability to speak and write in English is required • Ability to speak and write in both English and Arabic is preferred • Health care industry experience is preferred
No. of Positions Required:	1
Job Close Date:	Open Until Filled

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Job Reference No.: JV502

Company Name: **Cleveland Clinic Abu Dhabi**



Company Type: Semi-Government

Job Position/Title:	Organizational Effectiveness Specialist	Academic Major:	All Majors Business & Economics
Salary Range:	Very Competitive Package	Years of Experience:	5 years of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: This position is responsible for managing, supporting and facilitating action required for obtaining residency visas. The PR Manager, will serve as the SME and escalation point for any issues with the visa, CID process as well as take the lead for VIP/critical roles. PRIMARY DUTIES AND RESPONSIBILITIES: - Assign, supervise and review the activities of PROs and CID process - Provide updates on significant changes to rules/regulations from Immigration that could impact CCAD - Work with labor & immigration relation managers to develop open channels of communication regarding CCAD activities (i.e. mass recruitment drives; atypical requests for Visas) - Respond to requests for information about employee immigration status - Resolve all critical issues associated with caregivers' documentation and visas - Establish and revise internal PRO and CID processes - Ensure a seamless process for all CCAD Caregivers and provide additional dedicated support for VIP/Critical roles and executive team in advance of entry into the UAE - Manage multiple projects simultaneously, such as mass onboarding of caregivers - Oversee team performance appraisal and training activities - Perform other duties as assigned		
Minimum Qualifications:	- Bachelor degree. - Supervisory experience preferred - Strong interpersonal and organizational skills		

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	• Strong oral and written communication skills • Ability to speak and write in English & Arabic is required • Health care industry experience is preferred
No. of Positions Required:	1
Job Close Date:	Open Until Filled

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Job Reference No.: JV503

Company Name: **Cleveland Clinic Abu Dhabi**



Company Type: Semi-Government

Job Position/Title:	PATIENT & GUEST SERVICES ASSOCIATE	Academic Major:	All Majors Business & Economics
Salary Range:	Very Competitive Package	Years of Experience:	Fresh Graduate or 1 year of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: This position is responsible for providing hospitality and guest services for patients, guests and family members. PRIMARY DUTIES AND RESPONSIBILITIES: - Serves a patient greeter, way-finder and directional assistance for patients, guests and family members seeking care, treatment or general information regarding CCAD services - Exhibits empathy, respect and a "Patient First" focus while serving as a representative of CCAD Hospitality & Guest Services Department - Proactively greets patients and visitors with a smile and direct eye contact, triage guests needs, provides and receives patient information according to HIPAA guidelines - Provides patient transport service and assistance to patients and guests requiring mobility assistance - Interacts on a daily basis with nursing and clinical caregivers to ensure seamless service delivery for CCAD patient and visitor - Maintains a neat, clean and professional appearance at all times - Assists with developing and improving departmental procedures related to services - Performs other duties as assigned		
Minimum Qualifications:	- Bachelor degree. - Customer service/hospitality or healthcare industry experience is preferred, - Basic computer skills, ability to learn and manage electronic medical record system functions as applicable - Strong interpersonal and customer service skills and willingness to serve		

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	the public • Ability to understand and follow oral instruction from departmental supervision and support personnel. • Strong oral and written communications skills • Ability to exercise sound judgment and reasoning to facilitate problem solving • Ability to function with understanding, empathy, and professionalism when interacting with patients and guests who may undergoing physical and emotional stress • Ability to work independently and interdependently • Ability to speak and write in English is required • Ability to speak and write in both English and Arabic is preferred
No. of Positions Required:	1
Job Close Date:	Open Until Filled

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Job Reference No.: JV504

Company Name: **Cleveland Clinic Abu Dhabi**



Company Type: Semi-Government

Job Position/Title:	Patient Access Representative II	Academic Major:	All Majors Business & Economics
Salary Range:	Very Competitive Package	Years of Experience:	3 years of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: The position of Patient Access Representative II is responsible for working patient schedules and booking appointments for Cleveland Clinic Abu Dhabi (CCAD). Ensures that pre-certification and/or authorization are obtained prior to service. Coordinates pre-registration, scheduling and provides non-clinical instructions to patients prior to arrival. Identifies financial liability and hands-off coordination of financial counseling when needed to Senior Financial Counselor. Provides customer service to patients and families, physicians, nurses, insurance companies and is responsible for ensuring the hospital maintains compliance with the Health Authority of Abu Dhabi (HAAD) and Joint Commission International (JCI) standards. PRIMARY DUTIES AND RESPONSIBILITIES: • Handles patient scheduling for outpatient and other ancillary department visits • Checks the database for available preferred schedules to meet patient's first choice for dates and times • Confirms future appointments as well as any changes to existing appointments with patients via phone • Conducts follow-up phone reminders as well as other avenues (e.g., SMS, E-mail) • Performs insurance verification, determines eligibility for services, and informs patients of the financial responsibility for services • Collects insurance and demographic information and updates the system as needed while the patient is still on the phone • Communicates estimate of charges as applicable prior to patient appointment • Determines if patient requires financial counseling and proactively refers patient to the Senior Financial Counselor • Ensures that all necessary insurance eligibility and authorization is		

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	complete prior to appointment • Provides non-clinical instructions to patients as needed to help the patients manage expectations if any preparation is needed • As part of customer service orientation, shall be able to assist patients in activating MyChart • Required to work collaboratively with nursing and medical departments in coordinating schedules to ensure seamless and positive patient experience • Required to be flexible in handling international patients, including coordination, follow-up and understanding of the international insurance business programs • Responsible for delivering results for key performance indicators as established by the Manager/Director of Patient Access • Other duties as assigned
Minimum Qualifications:	• Bachelor degree. • Minimum three (3) years of customer service experience • Experience in Patient Access, Billing in a health care setting (clinic or hospital), with an insurance company, call center or related area in a similar role preferred • Basic knowledge of medical terminology, insurance, hospital operations is preferred • Ability to demonstrate genuine concern for patients and patient satisfaction • Ability to manage and efficiently complete multiple tasks on time • Strong oral and written communication skills • Excellent interpersonal skills • Strong organizational and time management skills • Ability to work independently and as part of a team • Critical thinker, resourceful and self-starter • Ability to speak and write in English is required • Knowledge of conversational Arabic is preferred • Proficient in the use of PCs, electronic medical records software, hospital scheduling software and MS Office (i.e., MS Word, Excel) suite • Ability to perform basic math functions (calculations of discounts, basic additions / subtractions / multiplications) • Ability to adapt to a changing and dynamic environment • Ability to fully embrace the culture of CCAD and the "Patients First"

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	values
	Ability to work rotating shifts as needed
No. of Positions Required:	1
Job Close Date:	Open Until Filled

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Job Reference No.: JV505

Company Name: **Cleveland Clinic Abu Dhabi**



Company Type: Semi-Government

Job Position/Title:	PATIENT SERVICES COORDINATOR	Academic Major:	All Majors Business & Economics
Salary Range:	Very Competitive Package	Years of Experience:	2 years of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: This position is responsible for coordinating patient access and hospitality services for global/international patients. PRIMARY DUTIES AND RESPONSIBILITIES: - Serves a primary Global Patient Services liaison and patient access coordinator and for global/international patients seeking care and treatment at CCAD - Coordinates patient appointment scheduling and pre-registration process - Facilitates triage and appointment request with applicable nursing/physician caregiver to ensure expeditious processing of patient request - Coordinates financial review and insurance verification process with applicable Patient Access Financial Counseling service to advise patient and/or pay on applicable fees and financial costs - Coordinates language services (interpreter) as requested - Coordinated lodging, travel and transportation as requested to facilitate seamless patient journey - Assists with patient access problem resolution through caregiver collaboration to minimize negative consequences - Assists with developing and improving departmental procedures related to services - Performs other duties as assigned		
Minimum Qualifications:	- Bachelor degree. - Minimum of (2) years' experience in customer service/hospitality - Health Care industry experience is preferred,		

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	• Medical terminology knowledge strongly preferred • Strong interpersonal skills • Ability to work independently with minimal supervision • Strong oral and written communications skills • Ability to speak and write in English is required • Ability to speak and write in both English and Arabic is preferred
No. of Positions Required:	1
Job Close Date:	Open Until Filled

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Job Reference No.: JV506

Company Name: **Cleveland Clinic Abu Dhabi**



Company Type: Semi-Government

Job Position/Title:	PUBLIC RELATIONS MANAGER	Academic Major:	Marketing - Public Relations
Salary Range:	Very Competitive Package	Years of Experience:	5 years of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: This position is responsible for managing supporting and facilitating action required for obtaining residency visas. The PR Manager, will serve as the SME and escalation point for any issues with the visa, CID process as well as take the lead for VIP/critical roles. PRIMARY DUTIES AND RESPONSIBILITIES: - Assign, supervise and review the activities of PROs and CID process - Provide updates on significant changes to rules/regulations from Immigration that could impact CCAD - Work with labor & immigration relation managers to develop open channels of communication regarding CCAD activities (i.e. mass recruitment drives; atypical requests for Visas) - Respond to requests for information about employee immigration status - Resolve all critical issues associated with caregivers' documentation and visas - Establish and revise internal PRO and CID processes - Ensure a seamless process for all CCAD Caregivers and provide additional dedicated support for VIP/Critical roles and executive team in advance of entry into the UAE - Manage multiple projects simultaneously, such as mass onboarding of caregivers - Oversee team performance appraisal and training activities - Perform other duties as assigned		
Minimum Qualifications:	- Bachelor degree. - Supervisory experience preferred - Strong interpersonal and organizational skills		

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	• Strong oral and written communication skills • Ability to speak and write in English & Arabic is required • Health care industry experience is preferred
No. of Positions Required:	1
Job Close Date:	Open Until Filled

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Job Reference No.: JV507

Company Name: **Cleveland Clinic Abu Dhabi**



Company Type: Semi-Government

Job Position/Title:	QUALITY ASSURANCE & TRAINING COORDINATOR	Academic Major:	Human Resource Management & Development
Salary Range:	Very Competitive Package	Years of Experience:	2 years of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: This position is responsible for the design and delivery of training courses & curricula development related to Patient Access functions. This position is also responsible for the monitoring of the department's Key Performance Indicators in order to identify training opportunities based on individuals, teams and sub-areas. PRIMARY DUTIES AND RESPONSIBILITIES: • Prepares and facilitates training courses and programs for employees, including the design of instructional and participant materials • Organizes and maintains training manuals, schedules, multimedia visual aids and other educational materials • Collaborates with Patient Access Leadership team in ensuring employee compliance with identified training requirements • Analyzes training needs to develop new training programs or modify and improve existing programs • Determines data elements necessary for training database and maintains data on an ongoing basis • Conducts training sessions in both large and small group settings • Tracks, trends and monitors Patient Access-related errors/denials/work queues against Key Performance Indicators for reporting and training purposes • Conducts PAS remedial training as dictated by departmental needs or trends • Leads staff in process improvement and includes external departments when needed • Conducts in-service training to socialize end-users on HAAD, JCI and		

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	other regulatory updates Assists with performing daily, weekly and monthly audits required for performance management
Minimum Qualifications:	- Bachelor degree. - Minimum of two (2) years of experience in a hospital, clinic or other health care facility with related experience (preferably as a trainer) that includes, but is not limited, to patient registration, patient scheduling or patient billing is required - Knowledge of adult education and teaching/learning processes - Demonstrated strong application of adult learning concepts, instructional design methods and educational program delivery - Ability to use a variety of learning/training concepts and principles - Strong group presentation and facilitation skills - Strong oral and written communication skills - Basic knowledge of medical terminology, insurance, hospital operations - Ability to manage and efficiently complete multiple tasks on time - Critical thinker, resourceful and self-starter - Ability to speak and write in English is required - Ability to speak and write in both English and Arabic is preferred - Ability to adapt to a changing and dynamic environment - Ability to fully embrace the culture of CCAD and the "Patients First" values - Health care industry experience is required - Ability to work rotating shifts as needed
No. of Positions Required:	1
Job Close Date:	Open Until Filled

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Job Reference No.: JV508

Company Name: **Cleveland Clinic Abu Dhabi**

Company Type: Semi-Government



Job Position/Title:	Revenue Integrity Analyst I	Academic Major:	All Majors Business & Economics
Salary Range:	Very Competitive Package	Years of Experience:	1 years of experience
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	UAE Nationals	Gender:	Both
Job Description:	JOB SUMMARY: This position is responsible for posting payments against patients' accounts. Providing administrative support to RIA II in an effective, up-to-date and accurate manner in terms of document controlling and management. PRIMARY DUTIES AND RESPONSIBILITIES: • Supports payer contracting and CDM maintenance efforts. • Transactions posting including daily postings as well as posting error corrections. • Assists with the maintenance of historical and current compliance information by payer by product by entity in a contract database. • Maintain electronic data in SharePoint and hard copy filing system. • Retrieving documents from filing system manually. • Works closely with RIA - II to ensure alignment of chargeable versus non-chargeable procedures, supplies, DRGs.		
Minimum Qualifications:	• Bachelor degree. • Minimum one (1) year of recent experience in a health care setting (clinic or hospital) is desired. • Knowledge of medical terminology. • Prior experience in a payer or provider environment is preferred. • Ability to speak and write in English is required, Arabic preferred. • Proficiency in the use of PCs and MS Office. Working experience in SharePoint preferred. • Fully embraces the culture of CCAD and the Patients First Values. • Other duties as assigned.		
No. of Positions Required:	1		
Job Close Date:	Open Until Filled		

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