

NURUL SARAH DAUD

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HEALTHCARE DATA ANALYST | BUSINESS ANALYST | BUSINESS INTELLIGENCE

Medical graduate with experience in healthcare claims review, operational monitoring, clinical documentation assessment and performance reporting. Progressed from claims verification into a monitoring-focused role involving claims performance tracking, problematic case review, backlog monitoring, issue escalation and fund utilization oversight. Applied medical knowledge and claims guidelines to assess documentation, review exception claims and support claims processing decisions. Independently designed Power BI dashboards to improve visibility of KPI achievement, backlog status, claims settlement progress and workload planning.

CORE SKILLS

Healthcare Claims Review • Claims Monitoring & Operations Oversight • Clinical Documentation Review • Problematic / Exception Claims Handling • Backlog & Turnaround Time (TAT) Monitoring • Root Cause Analysis & Issue Escalation • Fund Utilization & KPI Tracking • Fraud / Audit Support • Power BI Reporting & Dashboard Development • Excel Reporting & Data Analysis • Cross-functional Coordination • Medical Terminology & Case Interpretation

PROFESSIONAL EXPERIENCE

ProtectHealth Corporation Sdn. Bhd.

Dec 2023 – Nov 2025

Claims Executive / Monitoring PIC, Monitoring Unit

Started in claims verification and later progressed into a monitoring-focused role supporting daily claims operations, issue tracking, performance reporting and claims review activities.

Key Responsibilities

- Reviewed **problematic, high-risk and exception claims** by assessing claim details, supporting documents and clinical context to determine whether cases could be processed according to programme guidelines or required escalation.
- Applied **medical knowledge and claims guidelines** to support claim verification, documentation review and decision-making for claims with discrepancies, insufficient documentation or operational issues.
- Monitored **daily claims performance, backlog movement, fund utilization and submission trends** to support programme KPI achievement and operational oversight.
- Tracked **claims backlog and turnaround time (TAT)** across verification and authorization stages to improve visibility of unresolved workload and support better backlog control.
- Analysed **claim influx patterns, procedure mix and claim amount trends** to support manpower planning, overtime decisions and task distribution based on case complexity.
- Conducted clinical documentation review, payment audit validation and compliance checks to improve claim accuracy, reduce processing risk and support adherence to programme requirements.
- Supported workflow streamlining initiatives involving healthcare vendor registration and operational process improvement activities.
- Assisted in restructuring and standardizing vendor, hospital and medical device registration workflows for a Health Aid revamp initiative to reduce repetitive document resubmissions and improve operational efficiency.
- Assisted in defining operational requirements and data structures for centralized vendor and item registration processes to support workflow visibility and reduce processing inefficiencies.
- Supported fraud screening and investigation activities for suspicious or irregular claims, including follow-up of flagged cases and preparation of related reporting.

Selected Achievements

- Reduced claims backlog from **>1,000 cases to <200 within 2 weeks** through close case tracking, prioritization and monitoring coordination.
- Independently designed and implemented **Power BI dashboards** to monitor claims performance, fund utilization, backlog aging, submission trends and workload patterns, improving KPI visibility and reducing reliance on manual tracking.
- Built dashboard views around **real monitoring needs of the claims team**, enabling earlier identification of underperforming periods, unresolved workload and claims requiring follow-up across verification / authorization stages.
- Supported **better workload planning and task distribution** by analysing submission waves, procedure mix and case complexity trends.
- Contributed to **OCR audit accuracy improvement** by refining document mapping and classification processes, helping reduce review inefficiencies and misclassification issues.

House Officer

- Involved in inpatient clinical care, patient documentation and multidisciplinary coordination across public hospital settings.
- Managed patient records, clinical documentation and care coordination in fast-paced ward and on-call environments requiring prioritization, accuracy and effective communication.
- Interpreted diagnoses, investigations and treatment plans while coordinating with multidisciplinary teams to support continuity of care and discharge planning.
- Strengthened practical understanding of patient pathways, healthcare delivery processes and clinical workflows relevant to documentation review, case assessment and healthcare operations.

SELECTED ANALYTICS & REPORTING HIGHLIGHTS

- Developed Power BI dashboards for claims performance, fund utilization, backlog monitoring, turnaround time tracking and workload planning.
- Used DAX, Power Query and operational claims data to create monitoring views that supported KPI reporting, issue visibility and claims operations oversight.
- Built reporting views to monitor submission waves, procedure mix and claim complexity trends, helping guide staffing and workload allocation decisions.
- Supported monitoring of recurring claim issues and exception cases to improve escalation handling and operational follow-up.

EDUCATION

Doctor of Medicine (MD) — Universitas Hasanuddin | 2015 – 2021

Additional role: Assistant Lecturer, Anatomy

TECHNICAL SKILLS

Power BI: Dashboard development, DAX, Power Query, KPI reporting

Microsoft Excel: PivotTables, lookup functions, reporting, data cleaning

Microsoft Access

Operational Reporting | Claims Monitoring | Data Analysis

TRAINING & CERTIFICATIONS

Machine Learning with AI • Certified Training

Power BI for Healthcare Monitoring • Internal Training Microsoft Access Essentials • Internal Training

LANGUAGES

Bahasa Melayu (Native) | English (Fluent)