



Steven Anderson – Medical Billing Course Student Testimonial

After many years in the manufacturing sector I suddenly found myself out of work, and I decided to pursue opportunities outside of production after watching these jobs migrate overseas. My experience in the biotechnology and biomedical industries, my interest in life sciences, and my current desire to be self employed led me to seek an occupation in medical insurance billing. I ultimately chose Medical Billing Course, LLC as a means to achieving that goal. Thus, began my new journey.

One of my first observations of the course was its broad resource base as medical insurance billers (MIBs) from all over the country shared their experiences and knowledge. Students also were a part of the resource base as they posted questions on the student support forum. In chapter 7 where students are given the opportunity to apply their skills with a practice management software program I didn't fully understand account receivables and was confused why some fields were populated and others remained empty. I consulted the student support forum before frustration and a decline in my self esteem took hold of my senses. I found that not only were other students troubled by the same issues, but the replies to their posts answered my questions.

Like students, experts in practice management software also made their contributions to the course work. While continuing along in chapter 7 I experienced an access problem with the software, and I was promptly assigned to a software representative. She brought in a person, whom she described as the most knowledgeable person with this particular software program, to adjust the program settings on my computer. He completed the appropriate adjustments quickly as I watched the manipulations on the screen in front of me. Perhaps it is the information age in which we live, but I couldn't help feeling amazed that one of the most knowledgeable persons of one the leading practice management software programs was working away on my computer and I don't even have any clients yet.

Another important aspect of the course is in its ability to make tasks less difficult. Market research and cold calling can be excruciating for those not used to dealing with people over the telephone. The book, *Starting Your Own Medical Billing Business*, emphasizes how people enjoy talking about their work. I found this true as I started my market research and listened to people revel in their work. The most useful communication skill I acquired from the course is my ability to lead a person to a level where their speech patterns are pronounced, a rhythm sets in, and they feel important. After my first market research call I knew it went well, but I couldn't understand why until I made a few more calls, and I asked people to talk about their jobs.

An additional asset of the course is how it encourages students to develop a market plan compatible with his or her style. Shy or reclusive types, like me, might develop mass mailing lists, attend seminars, review journal articles, and write newsletters, whereas more outgoing or gregarious types might consider volunteering or dive straight into cold calling.

In short, taking the course has allowed me to tap into an incredible amount of resources.