



September 18, 2009

To Whom It May Concern:

Over the past 18 months, Bryan Richardson has been our QNXT 'go to guy.' His QNXT Professional Certification has proven time and again that he truly understands the entire QNXT application. His QNXT experience and extensive managed care knowledge allows him to properly analyze and then configure QNXT to work with our plan's unique business practices. In terms of time and money, it is extremely valuable to our organization to have a resource like Bryan on site to address the configuration challenges presented by our staff. He articulates solutions in easy to understand terms and is always open to mentoring our staff on proper QNXT configuration solutions.

Specifically, Bryan has supported service pack and 3.4 upgrade testing, post-implementation cleanup, trained my staff how to triage claim pricing problems, and reverse engineered the QNXT payment process so we could reconcile provider accounts. Bryan has supported my department plus Configuration, Finance, Health Services, Provider Data Management, Training and IT. He has handled everything we have thrown at him and offered suggestions for improvement besides.

I would recommend Bryan Richardson to other organizations, based upon his wealth of managed care experience and his demonstrated knowledge of QNXT, which comes from his practical application experience and his QNXT Professional Certification training.

Frank Campbell
Vice President of Healthcare Systems and Provider Data Management
Bravo Health, Baltimore MD

A handwritten signature in black ink that reads 'Frank Campbell'. The signature is written in a cursive, flowing style.