**Letter of Recommendation**

Fall 2018

Towson University Institute for Well- Being

Business Office

Preceptor: Carol Gebhardt

Dear Future Intern,

It is my absolute pleasure to recommend a future intern to the Towson University Institute for Well-Being. I thoroughly enjoyed my time here as an intern. During my time I was able to get to know all the wonderful individuals who maintain the business office, Towson student clinicians and professional clinicians at the IWB. Each of these individuals plays an important role in making sure the IWB is up and running effectively and efficiently. My overall experience here has been nothing short of knowledgeable. I have learned various tasks in which will help with my future endeavors. I have completed administrative tasks such as scanning and uploading administrative forms, checking clients in and out, scanning and uploading insurance cards and id’s, and answering incoming emails and phone calls. I have completed financial tasks such as collecting client copays, preparing weekly encounter sheets, processing, and posting charges, verifying client insurance, obtaining authorization for client services, and following up on previous filed claims and authorizations. During your time as an intern, you will work on various projects. A few of the projects include rearranging paper files, and scanning and uploading paper charts. The IWB began as a paper-based establishment and is in the process of making all records electronically. As an intern, you will be responsible for this transition.

Working with Carol Gebhardt was amazing. She is one of the sweetest, good-hearted, flexible and understanding people at the IWB. She is willing to help you with any and everything you may need help. She is very detailed and expects tasks to be completed promptly. Carol is accommodating regarding the hours you may need to work. She also understands if you have a long commute time, as I did. Carol is great with making sure you are prepared to understand the role of a health care manager and providing the knowledge you may need to know in your future endeavors in the health care management field. Before the start of placement, I would have like to have known that I would be working closely with individuals with autism and the student clinicians who treat them. I would have also like to have known that there are 5 centers within the IWB and being a part of the business office requires that you maintain all 5 centers. Lastly, I would have like to have known that each of the 5 centers has multiple programs that run through them.

I would most definitely recommend the Insititute for Well-Being as your placement for an internship. I would recommend the IWB because you can connect with the clients, students, and clinicians on a personal level. You can learn the necessary tasks to operate a front office and tasks completed behind the scenes to generate revenue. I would also recommend this as your place for an internship because it is conveniently located near campus. It is about 10 mins from campus walking, and 5 minutes driving. It is located near the roundabout near Towson Town Center.