

# ROYALTY BILLING, LLC

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May 5, 2016

To Whom It May Concern,

I worked as a senior staff member for Stephen Mandell at South Shore Medical Management Services, LLC from March 2003 to June 2008. I worked with him during the training and design period for the alpha, beta, and live versions of the Patient Referral System. To my knowledge it is still operational. We worked hand-in hand during the training process and enhancing the training program for new hires. I also had the benefit of seeing the organization prosper as they responded to his interpersonal skills and thorough and sensitive mannerisms. He was patient in teaching each staff member, understanding the differences in learning methods.

In addition, I participated in training sessions for the HIPAA and Medicare/Medicaid Compliance programs that he developed and became a facile user of the Patient Referral system. The training sessions were enlightening, without being boring, and brought our entire staff up above the standards required for medical businesses of the time.

He mentored/coached me in leadership of the medical practice and I have become a successful entrepreneur from this experience.

I am sure when it comes to training and creating training processes that are well tolerated and accomplish their goals; Steve will be a perfect fit.

Sincerely,

Marisol Soto