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Managed Care, Inc.

September 4, 2003

Michelle Denton
one point BPO
Spruce Street
Boulder, CO

Dear Michelle:

When OnePoint BPO took over the responsibilities for bookkeeping and accounting in July of 2002, you and your staff made the transition for us, incorporating the HUD required chart of accounts and record keeping effortlessly. As a large assisted living facility, the work we were trained for and what we did best might have suffered had we not made the decision to hire your services.

We became instant fans of the on-line bill pay, quick access to our financial reports, and the increased controls on cash flow. If there were any questions about an invoice, the ability to “go into” a vendor history report, and look at the actual bill on-line, made my job simpler so I could spend my time on the things I do best.

Whenever we had a question, your response was always timely, thoughtful, well analyzed and helped clarify our management teams decision making process. We were better informed, and had access to well organized financial data like never before. I’m not exaggerating when I tell you that the relief was palpable. We knew that the HUD auditor would find his job easier, and we didn’t need to worry about this annual event as we had previously.

OnePoint always went above and beyond its contractual obligations. You and your staff took a personal interest in our success. Your advice provided us insights to our company’s financial condition, as well as in matters like vendor relations, our business direction, and ways to improve our odds in the myriad challenges we were facing. For this you deserve special recognition.

We heartily and sincerely recommend OnePoint BPO to companies large and small who want to improve the way they do business.

Sincerely,

Robin R. Avery
President
Managed Care, Inc.

