**Insurance Introduction:**

Teresa Duncan received her Master of Science degree in Health Care Management from Marymount University and has worked in healthcare for over 20 years. Her company Odyssey Management offers online courses and training materials for both insurance coordinators and managers. She also has two podcasts that focus on dental office issues.

Her website has her complete background but what YOU need to know is that she is in constant contact with many insurance coordinators and office managers– both clients and friends – and hears all sorts of insurance stories and questions. She understands what it’s like to resubmit a
claim even though she sent the correct info and has put in hours of hold time with the same insurance companies you know and love. Obviously, I’m being sarcastic! She’s here today to guide us through this insurance maze!

Please join me in welcoming Teresa Duncan!