Career Step Quick Reference Guide & Fact Sheet

Company Overview

- Leader in online allied health education and job training
- Preparation for national certification & employment
- Founded in 1992, trained over 60,000 students, A+ rating with The Better Business Bureau (BBB)

Comprehensive Training

- Career focused education and job training that includes real world practicum and software used in the workplace
- Final exam simulates national certifications exams and tests a student's preparation and proficiency
- · Program structure: Core curriculum, employer provided job-training & industry-used software embedded into programs
- Individual student support, IT help-desk
- Graduate services: personal, 1:1 instructor consultations to help graduates prepare for and find employment

Industries & Job Growth

Medical Coding & Billing

- 20% job growth by 2018
- Median annual income \$30,610
- Full time, on-site
- Hospitals, clinics, physician offices, coding companies

Medical Transcription & Editing

- 11% job growth by 2018
- Median annual income \$32,100
- 85 90% of transcriptionists work from home
- High demand for transcription editors, due to
- 30 50% of doctor reports utilize speech recognition

Pharmacy Technician

- 31% job growth, 100,000 new jobs by 2018
- Median annual income \$28,000
- 75% work in retail settings, 16% in hospitals, 9% work in other facilities, such as outpatient clinics or mail order pharmacies

Medical Administrative Assistant

- 27% job growth, 125,000 new jobs by 2018
- Median annual income \$29,680
- Full and part time positions available
- Doctor's offices, dental offices, hospitals, outpatient clinics, insurance companies, and almost every other medical facility

Program Features

- Entirely online, no additional software required
- Self-paced, accessible 24/7
- Computer & keyboarding skills are taught
- Games, puzzles, interactive exercises
- Competency based student can bypass individual chapters and modules by testing out
- Automatic grading and feedback
- Chat rooms, daily and weekly instructor-moderated chats
- Study planner tool, grade book, completion report
- Student forums

Program Completion Time, Highlights & Provided Materials

Pharmacy Technician

- 6 months access, 285 hours completion time (avg. 11 hrs/week)
- Simulated pill counter, authentic physician prescriptions, video demonstrations
- NRx pharmacy software training
- Provided Materials Drug Pocket Guide for Technicians

Medical Administrative Assistant

- 6 months access, 200 hours completion time (avg. 8 hrs/week)
- Microsoft Office Suite Trial Access
- Provided Materials Style Manual, Microsoft Office Suite Reference Cards

Medical Coding & Billing Programs

- Inpatient/Outpatient Medical Coding & Billing
 - 1 year access, 640 hours completion time (avg. 12 hrs/week)
 - 3M encoder software
 - 250 authentic outpatient reports & 75 inpatient records
 - Provided Materials ICD-9, HCPCS and CPT coding books, 20+ reference manuals and guides via 3M online reference library
- Outpatient Medical Coding & Billing
 - 1 year access, 570 hours completion time (avg. 11 hrs/week)
 - 250 authentic outpatient reports
 - Provided Materials ICD-9, HCPCS and CPT coding books, Merck Manual, medical dictionary, drug handbook

Program Completion Time, Highlights & Provided Materials (continued)

Medical Transcription Programs

- Medical Transcription Editor
 - 1 year access, 640 hrs. avg. completion (avg 12 hrs/week)
 - Student receives AHDI associate membership
 - Authentic physician audio files containing full spectrum of medical specialties and dictation styles
 - Custom training specialized for transcription editing
 - Provided Materials M*Modal editing software, transcription foot pedal, Benchmark KB subscription
- Medical Transcription
 - 1 year access, 570 hrs. avg. completion (avg. 11 hrs/week)
 - Student receives AHDI associate membership
 - Authentic physician audio files containing full spectrum of medical specialties and dictation styles
 - Provided Materials transcription foot pedal, Benchmark KB subscription

Dedicated Student Support

- Instructors with industry experience & certifications
- Student Support Instructors available by phone during regular business hours (10AM-7PM EST)
- Unlimited access to student support
- Multiple formal consultations and touch points
- IT help desk: 9AM-10PM EST (M-F), 2-6PM EST (Sat)
- Daily and weekly moderated chats with instructors

Graduate Services

- Personalized consultations and career guidance
- Monthly follow-up communication
- Resume review, interview coaching, reference letters
- 1 year help hotline after graduation
- Assistance to identify potential employment opportunities
- 96% employment rate for high honors medical transcriptionist graduates
- 80% employment rate for high honors coding graduates with certification
- Accessible database with details of over 150 transcription companies

Certification Prep. & Industry approvals

Pharmacy Technician

Certification is issued by the Pharmacy Technician Certification Board (PTCB). Exam administered by Pearson VUE. PTCB certification is recognized in all 50 states.

Medical Administrative Assistant

• Certified Medical Administrative Assistant (CMAA) certification is issued by National Healthcareers Association (NHA), of which Career Step's program is approved. Cost of exam is \$105.

Medical Coding & Billing

- AHIMA Certified Coding Associate (CCA) certification exam is administered by Pearson VUE. Career Step graduates have 82% pass rate vs. 64% AHIMA average. AHIMA membership costs \$165 and the test is \$199.
- AAPC Certified Professional Coder (CPC) certification is administered by local AAPC proctors. Career Step graduates have 86% pass rate. AAPC credits Career Step graduates with 1 year of work experience (towards having their "apprentice" status removed) for taking Career Step's program. AAPC membership price is reduced for Career Step students and costs \$70. The test is \$300 and 1 free retake is allowed.

Medical Transcription

- Association for Healthcare Documentation Integrity (AHDI) approved program
- Registered Medical Transcriptionist (RMT) certification exam costs \$120 for AHDI members. Career Step students receive a free AHDI associate membership as part of their program

Contact Information For Existing Students

- Student Support; 10-7 EST (M-F), Toll Free: 1-888-657-5752, support@careerstep.com
- IT help-desk; 9-10 EST (M-F), 2-6 EST (Sat.), Toll Free: 1-888-657-5761, techsupport@careerstep.com
- Shipping Services; 1-800-246-7837 x4129, shipping@careerstep.com
- Extensions; students must call 1-800-246-7837 x702