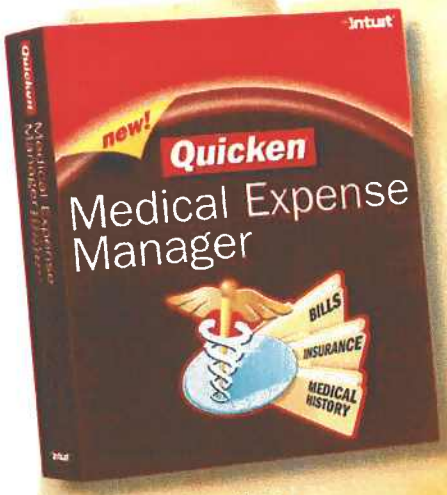

Born from a former employee's personal difficulties, Quicken Medical Expense Manager helps ease the mental burden of tracking medical expenses.

Dan Robinson's life changed forever in the winter of 2000. His newborn son entered the world with a rare illness that required a life-saving heart surgery – the first of many, it would turn out – when he was just two months old. And now the product that was inspired from his personal experience is changing the lives of others – for the better.

At the time of his son's birth, Dan was an engineering manager with the Quicken team and Intuit Inc. As the parent of a child with a serious medical condition, he experienced firsthand how stressful managing medical expenses can be.

By 2001, the Robinson's medical bills exceeded $1.2 million. "I felt overwhelmed by the number of bills and statements – I was unable to make sense of it all," Robinson said. "In disputes with the insurance company and the providers, they had all the data and I had none. I wanted to go into those discussions armed with quick access to the information I needed to make my case…and I couldn't do that without some system or tool."

Robinson developed his own basic medical expense management software program and proposed a more formal software solution to the Quicken organization for development. At first his idea was met with skepticism, but eventually he was given the go ahead to pursue it. The premise was simple: develop a product that would help track health care expenses and insurance for individuals and families.

The ramifications of not staying on top of this information are real. A missed medical bill that goes to collection can negatively impact that person's credit rating for seven years – even if that bill was supposed to be paid by the insurance carrier. In fact, one in two bankruptcies filed in the United States are related to a serious medical condition – and a new one is filed every 30 seconds.

Robinson's project became Quicken Medical Expense Manager, which launched in January 2005. The product has had an immediate impact for the Robinson's and other people who feel overwhelmed with managing their medical bills. "When you have a healthcare problem in your family, it's something you can't control," Robinson said. "We can't help with their health problem, but we can help with the bills. So expenses become an area where they're in control, instead of one more area where they're victimized."

The product has had a profound impact on another consumer, Francois Bonaparte, who has a child with a very rare chromosomal disorder. He wrote the following to the Quicken Medical Expense Manager team immediately after starting to use the product. "This is the greatest piece of software I've ever seen or used!!! (And I've only been using it for an hour.) Your developers need to know this is life-saving software… This software is so needed by my family that I was getting emotional just watching the demos after installing it…You have gone beyond just creating a good piece of software, this software will save me so much time and money and free me of the mental burden I've carried for so long, that you folks need to go to bed tonight knowing that you have changed some lives significantly. Thank you and God bless you!"

You can visit www.quickenmedical.com for more customer testimonials, press reviews, a community forum, and a product demo. The product is currently available with an introductory price of $49.99.