

Disability Insurance: What It Actually Covers And Where It Fails – Ben Glass: Ep# 576



Ben Glass (00:00)

You want to make sure you have a good own occupation policy and even some of the ones that appear to be good and they're sold as good, maybe have some traps. We buy this stuff, we never read it. I help a lot of doctors and dentists. They have a tremor or a vision issue. They can still do their thing today, but they know that there's going to be a day when they can't.

Dr. David Phelps (00:22)

Decades ago, I hustled to grow my dental practice and real estate empire. Society patted me on the back and every new deal and patient reinforced the success they said I had. Then my daughter Jenna was diagnosed with leukemia. Nine years, several intense chemo treatments and years of epileptic seizures, my daughter was given one more miracle, a life-saving liver transplant. In that hospital, I realized I wasn't successful. I had money, I had real estate assets and a business, but the only thing that mattered was time with my daughter.

In that hospital room, I decided to sell my business, leave active income, and sustain my lifestyle with my real estate assets. Now, Jenna is healthy and all grown up, and me? I am teaching others to do what I did. And I continue to uncover the principles, strategies, and lessons we can apply in business and investing to create ultimate freedom for what matters most to each of us. Welcome to the Freedom Founders podcast.

Today, I'm speaking with an expert and good friend, Mr. Ben Glass. Ben's a nationally recognized attorney, the founder of Ben Glass Law, and the mind behind over 20 books spanning law, marketing, and time freedom. He's also someone who deeply understands how high achieving professionals can unintentionally expose themselves to serious financial risk, especially when it comes to professional disability insurance.

In this conversation, we talk about what most dentists and healthcare professionals think they are protected against, but really aren't. Ben's been in the trenches with doctors, dentists, and practice owners who've had their claims denied, often because one wrong assumption or a piece of fine print. This episode is another piece of the puzzle for bulletproofing your income, avoiding common traps, and building peace of mind into your professional life. Let's get into it.

Ben, it's always great to have you back and the discussions we get to have always kind of mesmerize me because you bring things to the surface that maybe I haven't actually dealt with in my life, but at this age of life, I'm much more aware of the different areas of traps that anybody can get into no matter what the profession or career. And certainly during my career, I carried disability policies. Now I'm out of clinical, as you know, been out of clinical for some time, so I don't carry those anymore.

Fortunately, I never had to utilize one for a claim, but the world today, we know as it is, and you've been really in the realm of dealing with, ■ fighting with, or fighting with insurance companies, consulting with clients on disability policies. I think it's really time to have that conversation. So people are just aware about what they have or don't have. And then if they are in a situation where there's a claim situation, what kind of things can happen or whether these denials come in?

You know, we both know what you know for sure. I know from experience that the devil's in the fine print, the details, the exclusions. mean, every policy has got exclusions and you have to read it. Just read it, read it, read it, it or use AI to figure out what you're really getting to.

Ben Glass (03:28)

Yeah, every time someone tells me they're using AI, I like slap myself in the face, it can get you to a certain level. But but you're right. So what we're to talk about is really a tool of financial health. So if you are a dentist and you are younger in your profession, like you want to make sure you have a good own occupation policy, there's all sorts of different policies to evident and even some of the ones that appear to be good and are sold as good, maybe have some traps. And then I help

I help a lot of doctors and dentists who are they get a diagnosis and where they have a tremor or vision issue and you know, then they can still do their thing today, but they know that there's going to be a day when they can't and they bought these policies and you and I have had them or you know, had them money my mind for 35 years or so you pay good money into these things. But if you can't earn a living in your profession,

That's these policies are designed to protect. So we can, talk about a little bit about like what to look for, what kind of questions to ask. And then if you have to, if you're gonna be tapping into one, like, okay, how do we...

Dr. David Phelps (04:38)

Yeah,

so a lot of times in all realms of insurance, and I probably fall into this trap too, is like, well, I bought this insurance to cover this particular area. In this case, we're talking about disability. So I've got the policy, check the box, I'm good. I feel good. You know, I've done the right thing, right? Let's just start with, let me start with this. What percentage do you think, or maybe you have stats on it, of people who are in professions or situations where they carry disability policies?

actually have some kind of a triggering event, what percentage would you say today?

Ben Glass (05:10)

Well, so what kind of a triggering event could be everything from, I'm knocked out for three months to I can't do this forever. And so I think you have to be careful when you're looking at stats because the guys and girls selling it will put some big number on that. But oftentimes it's not like a crippling, ■ sort of career ending thing. So, so I don't actually know the exact numbers because I see, I only talked to people who are having a problem. I did not have to tap into mine as a lawyer. And I recently canceled mine because at my age, the

First, if something happened to me, I still have a flow of income because I'm the owner of a great firm. But second, the benefit period becomes shorter and shorter as you get older and older. So I think what we are looking at when we, as a professional, particularly as a healthcare professional, particularly as a dentist, what we want to make sure is that we're buying a policy that if I can't do dentistry, I'm gonna get paid, even if I could go out and do something else. That's the highest end.

policy.

Dr. David Phelps (06:11)

Is that called own occupation?

Ben Glass (06:14)

that is called own occupation, but the devil is in the details, right? And so we always have to ask ourselves, how does this policy define own occupation? And I'll say this too, as we begin, like most everyone, if you're working ■ in a group practice or you're working for a medical entity, you'll probably be covered under some group policy, right? That's covering everybody and it's not actually underwritten. Those policies tend to be not as good.

as the more expensive policy you could go out and buy from an experienced broker. the conversation with the broker is, here's what I do. If I can't do that, I want this policy to protect me.

Dr. David Phelps (06:54)

When does that get nebulous? For a dentist, we think in terms of, well, if I'm a dentist and I'm a practicing dentist, I could be a researcher, but we're talking about probably clinical practicing dentists. go to work, I treat patients, I'm hands-on. But could own occupation also expand that too? Could you go teach in the school? mean, does that sometimes get cloudy there or what do you see?

Ben Glass (07:14)

can

get clod. So let me give you an example, not in dentistry, because I imagine that most dentists, no matter what the subspecialty is in dentistry, because you have sub specialties, right? You're all chair side working, you know, weird anatomical position for long periods of time doing very finite, careful work, generally. Now, you might tell me no, Ben, hey, there's something over here.

But I give a story about a interventional radiologist. So these are the guys and gals that are in an OR and they're exposed to a lot of lead. And I represented a guy out at UVA hospital who was like a grandfather, one of the grandfathers of this practice area. And he was getting some weird blood results that suggested that he was being poisoned by radiation. His doctor said, look, you got to get out of the IR, interventional radiology suite because you're getting exposed to this.

And he had, and which makes a lot of sense, right? So, and that's what he was like, he taught the fellows. He, he was the guy, but he wasn't certified in interventional radiology because he, his work like predated David, this whole certification process ■ and the own occupation policy that he thought that he had, which was a good policy, own occupation, defined own occupation as the scope of your license. even though he could not do what he was born to do.

and taught, was a master, he was still a board certified radiologist who could sit and read films off a screen. And so he was denied his claim, we fought that in court and we lost. So that's an example of a policy that looked good. it's an own occupation policy, Dr. Phelps, you're gonna be protected. But HR never really understood the policy, because in this case, it was a group policy, HR was buying it. And it was the...

scope of the definition of own occupation was too broad. So that's where I think, again, an experienced broker, like on the sales side of these things, you want someone who understands, in your case, dentistry.

Dr. David Phelps (09:20)

What are some of the most common ways, Ben, that insurance companies deny? it like, do they like surveil to see if you really are not able to get up and move around or are there certain, in the documents, the traps of the exclusionary language, other independent medical exams that they put you through and then you can have some medical practitioner deny it because they work for the insurance company. What kind of things can happen here?

Ben Glass (09:48)

There's a look, there's a little bit of all of that. But here's here's what happens in most cases. Look, I tell people they look, you get hit by a bus, you break both your arms, you don't need me.

It gets really clear an event happened, you have an injury. No one's even gonna question it, you're gonna get paid. My clients are all the guys and gals that have some chronic, some progressive deterioration. And what are all dentists, David, they are type A, they are driven, they are hard workers, they went to undergrad.

grad, then ■ college, and then dental school, many of them own their own practice. And what do what do we do? We keep working, because we love what we're doing, and even working in pain. And so what happens though, is you get progressively worse, or the risk to the patient increases as you, you know, lose your fine manipulation skills. And so the insurance company says, David, I see you have all these

bad stuff, you get bad MRI, bad CT scan, your doctors say you're on the same, but they do like you've been working for three years with all of this. So what's changed? And so that's the oftentimes the hardest thing. And because they'll say, well, look, you're 57, maybe you just want to retire, right? Maybe your marketing isn't good, and your patient count is going down, and your business isn't very good. And maybe you just want to tap it. So there's all this sort of suspicion.

Dr. David Phelps (10:54)

■ What's the problem? Yeah.

Ben Glass (11:15)

And, know, one of the things that, that I do and people like me do is, to help like David, like we never tell the treating doctors what to say. We never tell them what to say, but we do teach them how to speak insurance speak. So that's number one is, is really is, is helping the insurance company see. Like why today? Why are you stopping work today? The other one, you know, you have a lot of the classic exclusion. So if you

If you've got something going on and you buy a policy and you make a claim within a year, you may well find yourself confronting what they call a pre-existing condition exclusion. So the, advice here is when you're buying a policy, you always have to be brutally honest. Like don't lie to your broker who's helping you get the policy. Don't lie to the insurance company because they'll find it like.

Dr. David Phelps (12:07)

They're gonna dig, aren't they? They're gonna dig.

Ben Glass (12:09)

they're going to dig and it doesn't take a lot of digging like in the world of electronic medical records and social media and all that stuff like our lives are our open books. So so that's a that's can be a big one, particularly if you're younger or you've just gotten a group policy because you maybe changed groups and now you're insured under a new policy. So but but then again, you come to me and what I'll be looking for is like how long do we have to work before we make a claim that the

Pre-existing condition exclusion doesn't matter anymore because that's in every policy. And so we may say, look, it's January as we're recording this, like, don't make it now. But if you last, if you can last until the end of February, you're going to be clear of the pre-existing condition. That's not cheating, right? That's just being smart about it. And then the third thing I would think David is, is this, is that not really realizing that let's say you can still do dentistry, but because of whatever your condition is now you're

the number of cases you can do is cut by half and your income is cut by half. Well, you probably have a claim, right? You don't have to be totally not able to work under most of these policies. You just have to have significant income loss and significant is defined in different policies. So David, I've had guys at OBGYN who could no longer, I forget what his condition was, we can no longer operate. He made a ton of money still, but it was about 50 % of what he made before.

And his friends, his OBGYN friends told him, oh, you're never gonna qualify. Well, they were wrong. So by the he came to me, it was really too late to go back to when that his income had cut in half. And we were talking at this point about like, now he couldn't work at all. So he lost like a couple million dollars because he just didn't realize what his policy actually covered. So if you've got something going on that's significantly cutting into your income.

at least have somebody sit down with you and look at your policy and strategize with you about what your life choices can be. you you, you, you mentioned to you, so a lot of my professional healthcare clients, they are able to go on and teach or mentor or be an administrator or something. And depending on how good their policy is, it may or may not affect the disability benefits that they're getting because they can't do the surgery or the dental work.

Dr. David Phelps (14:32)

So then is it fair to say, Ben, that a partial disability is based on the net income versus what you did before the disability and after is that how it's usually defined? It has to a certain percentage, I assume, right?

Ben Glass (14:50)

Yeah. So usually once you have at least a 20 % loss of income because of a sickness or injury, then you have a claim and they'll call that either partial disability or in some policies, they call it residual disability. And so, and there's always time limits. So for example, the OBGYN who came to me, he had, you know, he had violated the time limit on making his claim for partial disability because he got advice from his doctor friends. Well-meaning.

Well-meaning advice from people who weren't qualified to give the advice.

Dr. David Phelps (15:22)

But yeah, mean, everybody's got their own experience. So I think that's the world experience. until you go to somebody like you, who you deal with this world all the time, you've seen a myriad of situations that you're not going to know. So let's go back. You said earlier that there's certain disabilities that are just cut and dry, where you just don't probably need to consult anybody. You broke both your arms and you just can't do what you do. But anything that's like less than that, it sounds to me. And again, we're here educating today. ■

I would think today in the world that we live in today that it's almost like I would like just consult with you first because can sometimes get tripped up, I claim it sometimes get tripped up by just sometimes even what they say initially and know, to call it, something did happen and they wrote something down on a form or sent it in, whatever it was, and they just said something they didn't even know could have put them into a trap. Is there sometimes that?

Ben Glass (16:15)

Yeah. So a hundred percent. So the major sort of trap is, Hey, the medical records as written and as they exist today, don't clearly explain with as much objective evidence as we can. Why whatever's going on with you is preventing you from doing your, what they call the occupational duties. And so one of the things that I'll do when I consult with you, if you're thinking about tapping into your policy is, Hey, let's look at your policy. Of course.

But let's look at your medical records. Let's see if I was a claims person looking today at the David Phelps set of medical records, would I see enough to understand A, what you do, what do you do if I followed you around for two weeks, day to day, and you're a clinical dentist, and B, why your medical condition is preventing you from doing that? And so a lot of times, the solution is as simple as,

either getting your doctor to run some additional tests. Again, I don't tell people what tests to have. tell them like what what might be helpful to a claim file, getting your doctor to to be more clear, getting you to be more clear in your complaints to your doctor, because again, we're type A, we don't like to complain most of us, right. And so it's really it's cleaning up and it's not making the claim too soon, right? Because especially in a group policy, if you've stopped working,

but your records aren't supportive yet. You may find yourself out of a job with a denial, with a valid claim denial. And that's obviously, that's a bad place to be. So that's, think, where we start. And that's the value of a consult because yeah, there's all sorts of, look, insurance company will send you this form that's a one size fits all for everybody who's making a claim. They have little tiny boxes, like what does your treating physician say about why you can't work? And so,

I help, I coach people through the form. Again, we always have to be brutal. I want to be clear about this. Be brutally honest with the insurance company. Do not exaggerate your limitations because you will be found out, but also don't underplay your limitations either. ■ and, and, know, fully explained, you can always put asterisks and go see attached and tell a bigger story and then making sure that your doctors will actually support you. Because here's the other thing, David is that you're treating physician team. The word disability.

is almost meaningless to them because we're not talking about you're in bed, you can't move. We're talking about can't do dentistry in our case here in this discussion. And don't presume that your orthopedist or your neurologist knows what it's really like. I his or her experience is limited to twice a year. They come and sit in your chair and get, get hopefully routine care, right? They don't have any idea how hard you work or

what you're actually doing inside their mouths. civilians really don't. And so having your treating doctor understand this is what it's like for me to be Dr. David Phelps when I was a clinical dentist, right? That's important too. So there's a lot of things we can do before we file the claim.

And again, you my goal in doing a consult with doctors and dentists is to make sure you don't need me.

after this, like your claims just going to go through.

Dr. David Phelps (19:40)

Yeah, idea is the last thing you want to do is have to test your claim in court, right?

Ben Glass (19:45)

Oh, that's a horrible, you know, this is what I do. So I make my money, but it's a horrible experience for the client.

Dr. David Phelps (19:50)

Yeah, right. Right. So, so what would a well handled claim look like, you know, from from start to finish? You got me kind of laid it out there a little bit. You gave a little bit of how to do it right and make sure the doctors on board, everything's up front. You're truthful and reporting. Is there any other aspect that helps it move move more?

Ben Glass (20:10)

or so. So so make you got to have clean financials, right? Because the first thing they're going to ask a physician, dentist, healthcare provider is show us your, your table of codes and stuff for the work. So someone that says, I am an appra full time practicing endodontist. Okay, great. Prove it. Like, let's see the data. And so for most of the folks I talked to, of course, they have clean data, they're running legitimate practice, and they're honest.

They're honest people, but that could be an issue. The other is so a lot of folks and you know, in your world David, where you're, you're talking to a lot of dentists that have, would say like complex financial lives and they have interests over here and they may own real estate and they may have, you know, ownership and partnership. We got to look and see whether any of that other, any of those other streams of income will affect the claim. Usually it doesn't, it's only talking about income from working.

But I had a case once years ago where the, it was a chiropractor, but he was the part owner with his spouse and I physical therapy practice. And so the way this particular policy worded itself, even though he lost money in the chiropractic world because of his disability, he was making more money over here as an owner. And this particular policy was kind of bad enough. I would say to say that he didn't, he didn't meet the income loss qualification.

of making a claim and that could have been corrected by understanding before he filed the claim, understanding that how that other relationship would affect the claim and maybe being able to fix that or get himself out of that business ownership. So those are the things that, mean, I get paid the big bucks, I think for, identifying the places where you could, you know, quote, step in it and legitimately, legally, ethically, morally, if possible.

taking care and cleaning up the paperwork before it lands on an adjuster's desk.

Dr. David Phelps (22:09)

So, yeah, I think you're going the direction I wanna go because as you said many times, as doctors, business owners, we do some amount of the technical work as you did for many years as well, but also you wear different hats. And so what other complications can occur with a disability claim when you are not just a clinician, but you're also an owner or a partner, maybe an employee, mean, anything else factory, other than you said, the other income streams.

by wearing different hats could affect your ability to have a claim that is approved, I guess.

Ben Glass (22:44)

Yeah, so the thing so the thing that could make it delayed or I gotta explain more than insurance company is what is your occupation? Because for the for the guys and gals who are owner operators, let's just say of a dental practice, who maybe are spending 50 % or 60 % of their time on the let's just call it the sedentary work of being the business owner. It's almost an oxymoron. But you know what I mean? Right? The chair side, right? Yes.

It's now like the insurance company saying, your occupation isn't pure general dentist, endodontist, dental surgeon, whatever, right? Your occupation is different. so, and you're not prevented from doing the managerial ownership leadership role. that could be usually though, that's just, okay, now I got to explain this deal to the insurance company. It's a little bit outside of their box.

And it can cause a you know, a delayed claim. So that's, that's what we usually we can work that out. The other can be things like I got three or four policies. So is there is there any overlapping intermixing? If I make a claim under this policy over here, does it affect the benefits here? Again, usually the answer is no, usually. But sometimes if you have an individual policy, and you've got a group policy, that the two could act to like, to not pay you as

high monthly benefit as you think you have bought and paid for. Again, that's having a good broker at the beginning. I can't fix that. If that's true, I can't fix that. A broker could look at your situation in advance. You should have regular conversations with your insurance broker and agents to make sure you have the right combination that you're not paying to premiums for things that overlap and kind of hurt each other a little bit.

Dr. David Phelps (24:34)

So that would be definitely a case where you had several multiple different policies. But let's just say you have one policy and you have a good broker. But as we're talking through, I'm just, I'm thinking as we're talking through that as we both know, you can start out, you know, in the realm of being maybe 100 % clinical in your work. And then over time you migrate to taking yourself, we call it, know, escaping the chair, to more of the ownership role over time.

Now, can through a good broker and a policy, can or even should you go back and is there an annual renewal period where you go back and redefine or is it once you buy that policy for whatever this term is, is what you define at the outset, is that set in stone? it seems like, well, that is not fair because I may change over time. And if the policy is not written right, then my ownership hat changes and they go, well, so sorry. Yeah, you weren't clinical dentist back in the day, but now you're, you that's

30 % of your income and too bad you make enough over here. You know, you're good.

Ben Glass (25:34)

Yeah. So the teaching point is that your, that the definition of what your occupation is, David is what are you doing at the time you claim you're disabled, which again, now we go back to look at how you, you know, what, what are your billings? How do you make money? All those sorts of things. So, but, but having said that, yes, absolutely. Having periodic reviews with your broker to make sure that you have enough, because the other thing is when you're young, you don't make as much money probably as when you're older.

And if you can actually run a business where you don't have to be cheer side for every dime that comes into the practice and you can still make a lot of money. Like it's now it's even more important to talk to a broker and to even look at things like business overhead expense, disability policies and things like that. But look, most people fall within the box. I make my money by seeing patients doing procedures, whether I'm a general dentist or a specialist.

and I can't do that anymore. And again, you gotta be brutally honest, social media is really easy to be looked at by everybody, your LinkedIn profile, all of that stuff. Unfortunately, most of the people I talk to, they're just really legit. You know they really need? They just need somebody to tell them, David, it's gonna be okay. You have these good policies. I talked to your wife, and we talked more about life, like life coaching stuff, like hey, what are we gonna do next? And then,

As you as you figure out other ways to make money, you come back to talk to me and I go and look at your policy go. Yeah. Like making this money over here as a consultant or teaching Dennis, you know how to invest in real estate and doing real estate deals. Like that's not going to affect this payment that you have over here. That's mostly what I do is I, I soothe people's souls really and, make sure like my guys and gals are used to paying for coaching and paying for advice from it.

their financial advisors, concierge medicine for their health and people like you to coach them on their business and their other investments.

Dr. David Phelps (27:38)

Yeah, so important. So Ben, if you had to boil this down to what does bulletproofing your income strategy actually mean in plain English, we covered a lot here today, but how could you kind of sum this up if you had to, you a couple of sentences?

Ben Glass (27:53)

Well, two things. So one, I think it's finding a broker that's experienced in selling to healthcare professionals like that is the BLM and all to what you have mentioned and brought up was getting annual or semi or, you know, once every couple of years review of your insurance policies. And what happens when you're young is the broker comes in pitches you like an increase in something you're like, this is really expensive. Gotta find somebody that you trust. And I just, I can tell you that

As you make more money, if you need to tap this policy, you are going to thank that person who has given you good advice. The other is if you have a choice, you want to if you're in a group policy situation, you want to pay the premium yourself and rather than have the employer pay it because then the benefits will be tax free event. So that's important. And then, you know, again, sound self-serving, but talking to somebody like me before you make the claim and investing a little bit of time and money with me to

to look at the policy and to explain them. Because here's the thing, David, that you said earlier, we buy this stuff, car policy, homeowners, life, we never read it.

Dr. David Phelps (29:00)

You

just, you you think, you think you're covered and then you find out, uh, you know, I wasn't, or I didn't know what my deductible was or, know, there's just, again, a myriad of exclusions. What's one thing that our listeners today could do right now without buying anything, uh, but just to do, to, to help mitigate, um, risk factors. What, what's something that could go, go do review policy, review with broker? What sort of thing would be a good.

Ben Glass (29:28)

Well, you know, so yes, to both of those things. Yes, to looking at partnership agreements to see like, how does the partnership agreement define disability? And if I'm disabled and are they going to force me to sell my shares? Are they going to kick me out? So many of us, again, they'll have legal agreements written up by lawyers. God bless them. I'm one of them, right. But not lawyers who understand healthcare practices. hire, Ben hires lawyers who understand law practices.

to do our partnership and succession agreements and all that. I think fundamentally, that's a really important thing. And just know that there are men and women out there who are specialists in helping dentists make succession plans and build organizations. So I think that's important. And then staying healthy. Look, here's the thing. You know that I am known for, live life big. No control over the circumstances into which you were born and who you're born to and when you were born.

some control we think, but we don't really know how many days we have. Your life is meant to be lived for your joy and your happiness. And that's really, really important. And so, you what I'm known for is giving people permission to live life big, to be good, because when you're good, spiritually, physically, financially, emotionally, you know, all those realms, your family will be happy, your partners and teammates will be happy in your business, and your clients and your patients will be well served. Like, that's the key. I happen to be a lawyer, but I'm an entrepreneur first.

I'm an inspirer first. ■ I happen to have found this practice area. I've been blessed with being able to talk to a lot of high earning dentists and other healthcare professionals to walk them through the process when they become that one and whatever who gets a, you know, a bad prognosis or a bad diagnosis. And now they're worried about what's going to happen to my finances. What's going to happen to my practice.

What's going to happen to my staff? help coach them through a lot of that. It's much beyond like the actual policies, David.

Dr. David Phelps (31:29)

Yeah, well, it's a great service, a needed service. And I know you so well, that I know that ■ you cheer for the best possible outcome for the clients, no matter what you're doing for them. And that's the satisfaction that we all should get from the services we provide, whether they're in law or dentistry or whatever. I mean, that's what you want. it's an area that has a lot of nuances in it, as we already discussed today, that really needs to be brought to the forefront.

So you've got to book out your profession, your policy, your fight. That's a book that people could get if they want. So where can they get that? And then what other information just to someone wants to connect with you because they heard this, hey, I've got, or I have a friend that's dealing with this and man, I think they need some help.

Ben Glass (32:18)

Thank you very much. So ■ Ben glass law.com is the website. I'm really easy to find on social media. I'm pretty I'm in LinkedIn all the time. So if anybody listen to this ■ is interested, we'd be happy just call us or email us. Give us your name and address. We're happy to send out a book. There's no pressure. I get again. I make my money in denied claims. My object in talking to dentists and other health care providers make sure you don't have a denied claim.

So let's have a cool conversation because David, I get to meet really interesting people from all over the country every single week and they're all entrepreneurs and they're all hardworking folks. So BenGlassLaw.com is the website. As you'll see, we do this work, this particular work across the country. Some of the rules allow us to go outside of our own state to be able to do this. Otherwise we run a good personal injury practice here in Virginia. And you know, like I like talking to interesting people. I'll talk to anybody. And I just want people to know that we will try to help.

and that we're friendly and my team is awesome.

Dr. David Phelps (33:19)

Beautiful. It is always a pleasure. Thanks so much for bringing your expertise and your insight. It's always just great to connect with you and see your smiling face and your inspiration and the energy you bring to everything you do. So my hat's off to you.

Ben Glass (33:33)

Thanks David.

Dr. David Phelps (33:36)

One of the observations that I've had in talking to many people that are experts in areas in which I am not, and certainly insurance is not an area that I'm expert in. yes, I've had to file some insurance claims over the years for some homeowners issues or for a car issue, that kind of

thing. But nothing major, never had to deal with a disability insurance. Other insurances that we carry because we want to protect ourselves against those events that we hope will never happen. But when they do,

That's when the rubber meets the road. That's when you are really tested. And to what I found in life, and if you looked at any insurance policies, any of them that you have, they're filled with pages and pages and pages of exclusions, fine print exclusions, everything that the policy doesn't cover and yet you think you're covered. So you can either read those documents yourself, which I'm sure you could, I'm sure, but it would take you a lot of time, a lot of energy, and you probably would miss something because it's just not how we're trained.

So my point is this, to really gain peace of mind and freedom in your life from those things that you don't understand. Go to people that have expertise in these areas. Yes, it does it cost some time and some money. It does. But to have them, you know, as part of your inner circle of advisors, people that have your back, whether it's on the front end and protecting you against things you don't know on the back end, when you have to file a claim, it's best to have people in your court that you've already worked with and have built a relationship. That's what I consider the ability to build resilience in your life.

and protect yourself against those events that we hope never ever happen. Whenever I'm talking to a professional who has had a long and devoted dedicated career to serving other people, professional practice, healthcare, dentistry, whatever it might be, there comes a loss of identity at the time they are thinking about stepping away, exiting that career, that profession for many years. It can happen to anybody. And I think it's very important to be working on what is a person's next, what's their real purpose, what...

other areas in life have they not explored because they've been so focused on the one thing and become very good at that one thing. But that leaves a void in a person's life. And it's really becomes a fear challenge or fear obstacle to making any movement forward past that career. If you don't really start to explore other ideas and other interests before the time you leave your career, then that void can create some real issues personally, relationships, really in one's longevity.

Because without purpose in life, we tend to wither. We tend to die on the vine. And that's not what anybody has in mind when they've lived a long career and want to take some more time off and enjoy life. That life to enjoy has to have purpose and meaning still behind it. Cash out and coast? Hey, that's every business owner's dream and desire, right? Should I take those chips in and make my move now? The problem that most owners haven't done is the work to say, well, am I ready? Do I have enough? What are the stakes that follow me once I exit this business that

for many years has served my family very, well. It's not a problem of exiting the practice or the business. It's exiting at the right time, the right buyer. Understanding these problems is something I've looked at for many years. And I wrote a book, the Exit Optional Playbook. I'd be happy to send you a copy of this that give you some of the frameworks and the questions you should ask yourself before you make that big move, whether it's right for you or not. Just go to exitoptional.com, request your free book. Be glad to send it over to you.

If you're feeling the pressure of burnout or sensing that your practice isn't serving your life anymore, listen, you're not alone and you're not stuck. Whether you're preparing to exit,

re-imagining what's next or just craving more margin and meaning, Freedom Founders helps dentists and doctors take control of their future with a proven path to freedom. This is your invitation to a real conversation that will explore how you can create a practice in your life by design, not default.

Visit freedomfounders.com forward slash discover and take the first step. Your next chapter doesn't have to wait. Let's build it on your terms. That's freedomfounders.com forward slash discover. I'd love to have a conversation.