



Are you struggling to juggle all of your business office responsibilities with limited resources? Is it too expensive to add an FTE? Most of our clients face these issues.

That's why KeyBridge offers Business Process Outsourcing (BPO) services to hospitals and physician groups allowing their internal staff to refocus on other tasks. Our highly knowledgeable and skilled staff can manage several tasks, depending on your needs, while saving you time and money.

KeyBridge can:

- Assist with the processing of Medicaid accounts by following up to see why claims did not process and ultimately determine what needs to be done to get it paid.
- Work to follow up on insurance claims that have been denied. By gathering the appropriate information to correct the claim we are able to save you time while bringing money in the door.
- Process accounts in your system. We are able to note EOB information in your system, ensure payments are posted correctly, and verify balances are correct including accurate patient liability. We then move the account to the proper status for patient billing or potential secondary insurance billing.
- And, more depending on your needs.

"I really enjoy being able to help our clients get more money in the door without them struggling to keep up." – Dawn, BPO Operations Manager.

Contact KeyBridge today to learn how we can customize a BPO project to meet your specific needs.

Betty May  
[bmay@keybridged.com](mailto:bmay@keybridged.com)  
877.442.2677 x 150

Krista Stock  
[kstock@keybridged.com](mailto:kstock@keybridged.com)  
614.425.0378

Aubrey Winkler  
[awinkler@keybridged.com](mailto:awinkler@keybridged.com)  
877.442.2677 x 153

Jo Barbauld  
[jbarbauld@keybridged.com](mailto:jbarbauld@keybridged.com)  
616.901.7277