

Best Places to Work in Collections Winner Profile:

KeyBridge Medical Revenue Management

Looking to show the world that ARM companies are great places to work, the small healthcare debt collection agency entered the Best Places to Work in Collections program for 2009. Winning its group is a validation of its practices, according to management.

Hiring the right people to fit into its established work environment is a top priority for KeyBridge Medical Revenue Management, first place winner in the Small Company category in insideARM's Best Places to Work in Collections award program.

"We hire very slow to make sure we get quality people with the right attitudes coming in the door," Scott Koenig, president of KeyBridge, told insideARM. "That makes it a lot easier for us to create a culture that everyone can grab onto and enjoy."

This is the first year KeyBridge has participated in the Best Places to Work in Collections program. But the Lima, Ohio-based medical collector has seen some success in the contests it has entered.

In 1997, the agency won the Pinnacle Award from health care ARM group Medical-Dental-Hospital Business Associates (MDHBA) for commitment to excellence in customer service and performance standards. The agency also won the "Best Practices" award in 2008 from Noble Systems Corporation, a contact center technology solutions provider.

"It's kind of exciting that we've been so successful in the few [award programs] that we have entered into," Koenig commented.

Koenig noted that a primary motivation for entering the Best Places to Work in Collections contest was to combat much of the negative publicity the accounts receivable management industry receives from national and local press.

"There are quality players out there such as us, and I think this program helps that whole situation," Koenig said.

KeyBridge's 41 employees also get the opportunity to work in a family centered environment. The company offers events -- such as company picnics, parties and other events throughout the year -- with a family feel to allow employees to form deeper relationships with one another.

To the management team at KeyBridge, internal communication resembles the level Best Places to Work should have. The firm has daily meetings that keep employees informed on current events in the agency and also gives employees the opportunity to provide feedback.

Employees also enjoy a flexible work week and a top-notch office facility that includes a fitness room. A monthly bonus program for collectors offers plenty of opportunity to earn extra money. KeyBridge also offers a formal career path program to workers that are looking to advance within the company.

For all that the firm's management feels it gives to its employees, the message sent to the company by being included in the Best Places to Work in Collections for 2009 is clear. "This program has shown us that we gained a stamp of approval from our employees, and there's satisfaction in that," Koenig said.

InsideARM:

<http://www.insidearm.com/go/arm-news/best-places-to-work-in-collections-winner-profile-keybridge-medical-revenue-management?tag=collection%20news>

KeyBridge Medical Revenue Management specializes in healthcare accounts receivable management. We combine our team's expertise with a customized approach based on each client's business style. Services include early-out programs, accounts receivable clean-up projects and insurance follow-up programs. With KeyBridge, you can expect an effective, patient-friendly approach to managing healthcare accounts that increases revenue and preserves relationships.