



At KeyBridge, we are often asked for the secret to our high debt recovery and patient satisfaction rates. The key to both can be found in our human technology practice advances and our proprietary REV:IQ technology.

REV:IQ — short for **Resolution Efficiency and Value Intelligence Quotient** — is the cutting-edge business intelligence system that enables KeyBridge to continually improve our efforts to provide the highest results for clients and the best care to patients – all with maximum speed and efficiency.

Our experts use data analysis to determine patients' propensity to pay. All of our protocol and procedures are guided by our highly-engineered REV:IQ network of proprietary process maps that direct and automate every step necessary to turn debt into revenue.

The KeyBridge touch



Incorporating this next-generation workforce management model allows for higher degrees of success and much higher quality control. Within REV:IQ, each account is processed by disposition and handled by specialists through each phase of the process map.

You can rest assured your account is in the most capable hands each step of the way, with each case trajectory standardized and pre-planned based on best practices. The REV:IQ system **maximizes speed, efficiency and results by removing the possibility of human error or oversight.** This enables KeyBridge associates to focus on patient care and generating maximum revenue for our clients.

Resolution efficiency and intelligence

REV:IQ is designed for continuous process improvement with one end result: maximum recovery of your accounts. REV:IQ delineates the revenue cycle work flow so that every action taken on an account is documented with a unique code indicating the action taken and then stored electronically in the account's history within our database.

All accounts are tracked and monitored throughout the collection process via our proprietary REV: IQ business intelligence dashboard. The dashboard displays, in real-time, how many accounts are in each phase of the recovery. More importantly, as these actions are tracked, pre-programmed criteria will trigger automatic escalation of the account to the appropriate account status in our work flow. Automating work flows using REV:IQ technology means **no accounts fall through the cracks and all are resolved with maximum efficiency and care.**

