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Best Places to Work in Collections Winner Profile: National Patient Account Services

In the first annual Best Places to Work in Collections award program, National Patient Account Services placed first in the Large companies category. We are profiling all of the winners, including companies in the Medium and Small categories.

National Patient Accounts Services (NPAS), the accounts receivable management operation of healthcare provider HCA, Inc., is no stranger to accolades for workplace satisfaction. The company has been recognized on "Best Places to Work" lists in two different states. In insideARM's first annual Best Places to Work in Collections program, NPAS was the top-ranked company in the Large (250+ employees) category for 2008.

The company is diligent about placing people first. And it's not just employees that get NPAS's full attention; the company also actively focuses on the needs of the people its work targets: the debtors.

"If you're not a people-centric organization, you won't get the best results," said Joe Shutts, chief operating officer at NPAS.

The emphasis on people starts on the first day of work for new hires. Shutts said that the company takes great care to explain to new collectors why their job is so important. "By working with the debtors to return money to the hospitals, more patients will be helped," goes the orientation talk.

NPAS also places a priority on communication with its employees. Being open and honest with workers creates trust between management and employees, said Shutts. "You have to trust your supervisor," he notes.

The company holds monthly floor meetings where managers share in-depth information about how the various collection units are faring. All metrics are divulged, from the typical measures such as recovery rates and dollars collected to more sensitive

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insideARM staff

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Winning recognition for the happiness of its employees is not new for Kentucky-based NPAS. And a look at the family-type atmosphere it creates in the office reveals why.



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information such as revenue against goals. The meetings also give managers the opportunity to recognize events in the personal lives of employees, like engagements or accomplishments of partners.

Shutts says that the free and open sharing of information fosters a real sense of family at NPAS. It's the main reason that the company consistently finds itself recognized as a great place to work.

Headquartered in Louisville, Ky., NPAS employs more than 700 people in the main office and a satellite center in Bedford, Texas. The company has been recognized as a "Best Place to Work" in both states, winning the top position in Kentucky in the Large Company category one year.

NPAS also offers a comprehensive benefits package to compliment its family atmosphere.

The company matches 100 percent of its employees' 401(k) contributions up to 9 percent of total worker compensation. It also has a comprehensive health insurance plan that includes vision and dental coverage and is extended to domestic partners.

Like most companies in the ARM industry, NPAS has a robust bonus and incentive plan that awards its top producers. Employees can receive bonuses based on individual, department, and company goals. Workers also have the opportunity for cash awards in monthly, quarterly and yearly competitions.

The NPAS Succession Planning Mission provides opportunities for willing and able employees by investing in their career progression while ensuring management continuity. In addition to the succession planning program, the company offers tuition reimbursement of up to \$5,250 per year for full time employees that take college courses.

But the family atmosphere created at the medical collection firm is ultimately why its employees stay so happy. "We spend a great deal of time thinking of what employees can do together," said Shutts.

NPAS sponsors company outings like golf trips, baseball games, casual lunches, even in-house events like celebrations.