

Outlook: Washington, DC Business Profiles

Keller Benefit Services

One Constant in the Ever-Changing World of Employee Benefits

The world of employee benefits is constantly changing. Nearly every month brings new rules or reporting requirements, or yet another "quick fix" to balance costs, quality and access. But for many Washington-area businesses, there is one constant: Keller Benefit Services. Since 1983, the firm has served more than 400 employers in the Washington, D.C., metropolitan area in the arena of health, dental, life, disability, flexible benefits, work/family and retirement consulting.

"We have tremendous client loyalty," says Margaret M. Flickinger, chief executive officer of the Bethesda-based brokerage firm. In an environment where HR managers change brokers about every five years, Keller Benefit has a client retention rate of 98 percent, and nearly all of its clients have worked with the firm for more than 10 years.

What Is the Secret of This Exceptional Longevity?

"The most important thing we provide is outstanding, personalized service. Dozens of our clients have said they didn't

know what they were missing until they began working with us," according to Flickinger. Keller Benefit not only updates clients regarding new legislation and tells them what they need to do; they also walk them through each and every step. "Whether it's a claim, billing, eligibility, provider access or compliance issue," says Flickinger, "we provide hands-on, day-to-day assistance while keeping an eye on the big picture and long-term strategy."

Clients also count on their Keller Benefit consultant to negotiate expertly with insurance carriers. "Our clients trust us to get them the best plan for their money," explains Flickinger, "and negotiating renewals is a skill our consultants have honed through decades of experience."

Critical to Keller Benefit's success is its experienced professional staff. With a track record of zero turnover in the consulting staff and an average of 17 years of experience, the firm offers clients exceptional continuity and experience. Each client is assigned a consultant/account manager team that remains a constant over the years, with the consultant being the primary contact. "While everything else in benefits



Keller Benefit Services Consultants (standing, from left): Trudie Doudna; Scott Kaufman; Margaret Flickinger, CEO; Lynne Pettey; Linda DeVincent; (seated) Tim Guilford; Laurie Siegal; Deborah Berman

ChapterHouse, an independent strategic healthcare consulting firm, has identified Keller Benefit as the number one broker in market distribution serving organizations with up to 300 employees in the Washington/Baltimore area. Among companies with 301 to 3,000 employees, Keller was ranked among the top five, along with many of the largest benefit firms in the world.

and HR changes, the trusted Keller Benefit team remains the same," Flickinger says.

"Our goal," she adds, "is to keep you and your company at the top of your benefits game. Our consultants can help you manage change more successfully and maintain an effective benefits strategy for attracting and retaining top employees."

"I can't imagine having anyone more in my corner, whether it's working on a renewal, evaluating issues related to an acquisition or handling a difficult employee benefits issue. Keller is always there for me as a trusted partner."

— Susan Koch

Director of Human Resources, Datatel



Keller Benefit Services Account Managers (from left): Tammy Matthews, Angelique Arrington, Tamara Burnette, Marsha Larson, Jennifer Wills, Candice Wilson

"I have worked with KBS for over 18 years with two separate companies. They have always been there when we needed them, no matter how demanding our issues have been. Their knowledge of HR issues – whether it involves employee matters, employee benefits, ERISA or HIPAA understanding – has always been exactly what we needed and when we needed it. I would highly recommend them to any organization, no matter how large or small."

— Robert Borchardt, SVP,
Finance & Operations, America's Health Insurance Plans

Keller Benefit Services

To learn more, please call 301-652-3650
or visit www.kellerbenefit.com.