

Small Business of the Year: Unified Group Services



Owner/President: Richard L. Mousty | **Location:** Anderson | **Founded:** 1996

Unified Group Services has come a long way from its humble beginnings in the owner's sunroom. The third party administrator for self-funded group health plans now employs nearly 100 and calls a 22,000-square-foot facility home. It has approximately 130 clients in 30 states and processes over \$370 million annually in health care claims.

"When we started this company, I wanted to get back to the basics. We believe that when a member calls with a benefits question they deserve to speak to a person and not an automated voice prompter," asserts president and owner Rich Mousty.

"We have been able to maintain that delicate balance between great customer service, growth and new technology."

In addition to the live operator, other differentiators include a dedicated claims account manager, low staff turnover and five-day claims turnaround time. The client retention rate: an impressive 98%.

Mousty attributes his company's success to that customer loyalty and a staff that is "second to none. Without their hard work and outstanding service, none of this would be possible."

In return, management provides a camaraderie-building atmosphere and seeks to cultivate long-term relationships with employees. The growth of the company, in fact, has spurred various promotion opportunities. In its 15 years, Unified has never laid off a single worker.

Community is also important to Unified. It is part of Madison County's buy local group and annually gives back to a number of area and national organizations through direct donations or fundraising activities.

Award finalists:

- **KERAMIDA, Inc. (Indianapolis)**
Environmental and health and safety consulting and engineering firm; founded in 1988
- **Matrix Integration (Jasper)**
Technology solutions provider; founded more than 30 years ago
- **Scorpion Protective Coatings, Inc. (Cloverdale)**
Wholesaler of spray-in truck bed liner; founded in 1996



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