



Advantages of Using TREND Health Partners to Resolve Credit Balances

Managing and reconciling credit balances is tedious and costly yet is a key business requirement for Providers (facilities including behavioral health and physician groups) to ensure profitability, sustainability, and compliance in today's health care environment. The vast majority of credit balances are not overpayments and can be resolved by posting a corrected allowance adjustment or by transferring a mis-posted payment.

TREND specializes in the resolution of credit balances. Our regional operations managers will start by meeting with your leadership team to learn about your process, discuss current pain points and develop a customized strategy to help reduce your administrative costs and streamline the process of resolving credit balance accounts. We will also provide authorization letters of the contracted insurance payer clients for which we will recover overpayments.

TREND analysts work as an extension of your business office to help you accomplish your annual goals and objectives. Our recovery analysts will schedule their on-site credit balance reviews based on current assigned account volumes. We will then work to reduce any aged backlogs to maintain a current and acceptable inventory. This means that we take ownership in resolving all assigned credit balances including the associated contractual adjustments and submit them through your existing approval process to ensure both compliance and transparency.

Our credit balance resolution services are performed at no cost to you as we recover overpayments on behalf of our contracted insurance payer clients.

All recoveries on behalf of these clients are managed and tracked through our innovative TRENDConnect application. These unique technology solutions are built on an advanced, HIPAA-compliant, cloud-based technology platform that helps our provider partners to reduce redundancy, minimize cost and manage internal human resources more effectively.

Advantages of utilizing TREND to resolve credit balances:

- Zero cost to the provider
- Analysts function as part of business office and take ownership for resolving all assigned credit balances
- Timely correction of mis-posted allowances improves profitability
- TRENDConnect provides for 100% transparency and accountability
- Allows provider staff to focus on billing and collections as opposed to resolving credit balances