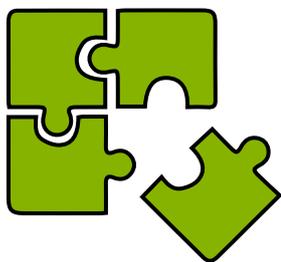


## CREDIT BALANCE RESOLUTION

Credit balances are overpayments from patients or insurance payors - typically caused by incorrect transactions, such as manual billing errors or duplicate charges. When left uncorrected, they can lead to significant non-compliance penalties, including heavy fines.



### PIECING THE PUZZLE TOGETHER

Identifying and resolving hidden credit balances is one of the trickier areas of healthcare A/R. With the help of our proven processes, we offer comprehensive credit balance resolution services to ensure nothing falls through the cracks:

#### ✓ Analysis

- Thorough review of every patient account
- Original EOBs/ERAs compared against credit discrepancies

#### ✓ Correction

- Overpayment sources pinpointed - payor or patient
- Incorrect transactions reversed and reposted

#### ✓ Overpayment Transfer

- Reconciliation of patient overpayments to open balances

#### ✓ Logistics

- Confirmation of payor vs. patient refunds
- Refund letter and payment records consolidated and formatted into refund file packets.

### OUR SPECIALISTS KNOW A/R



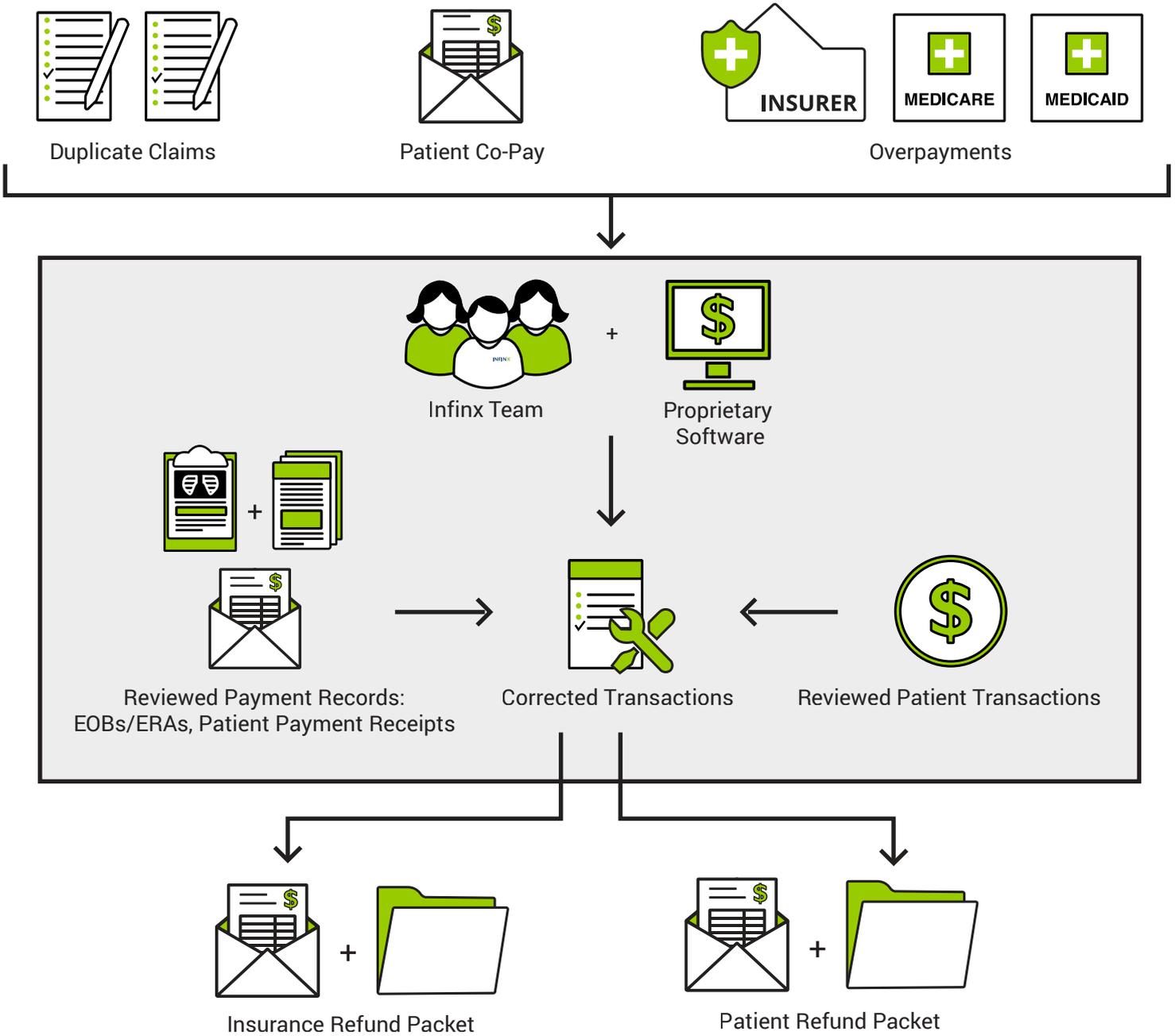
Credit balance resolution is a core focus of our extensive A/R services team. Our specialists average over 3 years of healthcare A/R experience, spanning all major management platforms across multiple medical specialties. Our commitment to professional development includes continued training in cost reduction strategies - to maintain our competitive edge for every Infix customer.

### REAL-TIME RESULTS AT YOUR FINGERTIPS



Follow our progress online via our intuitive single-screen dashboard interface. Monitor current status of every outstanding credit balance: posting errors, charge corrections, payments received and final resolution. Our one-stop analytics let you know where problems are regularly occurring—so you'll avoid them in the future.

# HOW WE PREVENT YOUR CREDIT BALANCE FROM GROWING



## OUR RESULTS SPEAK FOR THEMSELVES

**\$12M**

credits resolved annually

**100K**

transactions processed annually

**100%**

accuracy in refunds

Our credit balance resolution services protects you and your revenue.  
Learn more about our solution by contacting [sales@infixinc.com](mailto:sales@infixinc.com) or +1.408.404.0500.

**INFINX**

Revenue Realized. On Time. All the Time.

[www.infixinc.com](http://www.infixinc.com)

