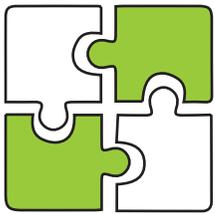


Credit balance resolution

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

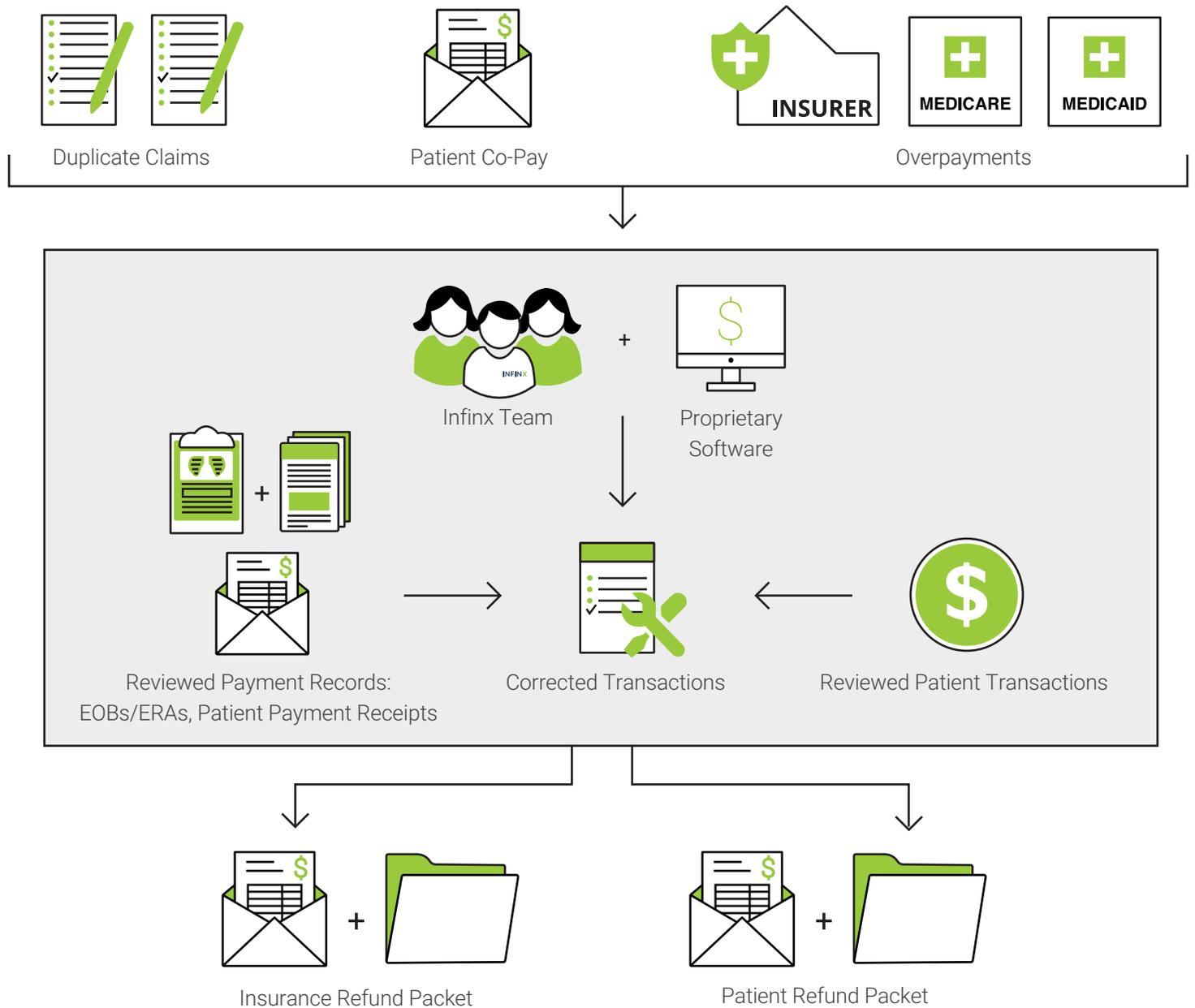
Credit balance resolution is a core focus of our extensive A/R services team. Our specialists average over 3 years of healthcare A/R experience, spanning all major management platforms across multiple medical specialties. Our commitment to professional development includes continued training in cost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

Contact us to learn more about the Infix Patient Access Software solution at sales@infix.com

INFINX

Revenue Realized. On Time. All the Time.
www.infix.com

