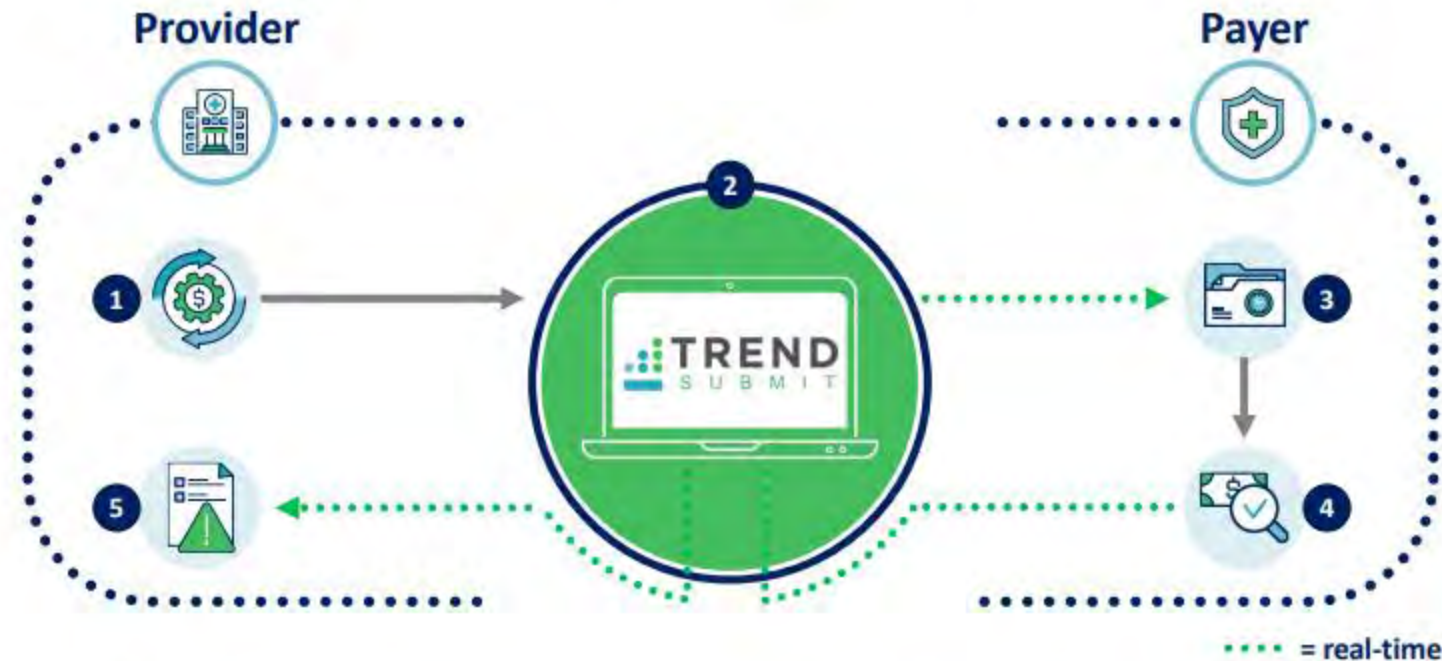


# TRENDSubmit

## Provider Self-Reporting Process



- 1 Provider identifies overpayment
- 2 Provider logs into TRENDSubmit to electronically submit overpayment request

- 3 Overpayment request is routed directly into a Payer adjuster's workqueue
- 4 Payer validates and retracts overpayment
- 5 Provider is notified of retraction in real-time via TRENDSubmit and on Payer remittance.

## Benefits of TRENDSubmit

- **Reduction in Business Office Administrative Costs**
  - Eliminates lengthy & costly manual or paper process
  - TRENDSubmit team provides user training resources and ongoing support
- **User-Friendly, Simple Approach**
  - Secure, online process with capability to electronically attach supporting documentation
  - Streamlined point & click navigation with minimal keystrokes
- **100% Accountability**
  - Direct communication between Payer & Provider
  - Provides real-time overpayment status updates
- **Comprehensive Reporting**
  - Access to dashboard reporting: submission status, productivity and root cause analysis
  - Full visibility and tracking of overpayment from submission to retraction