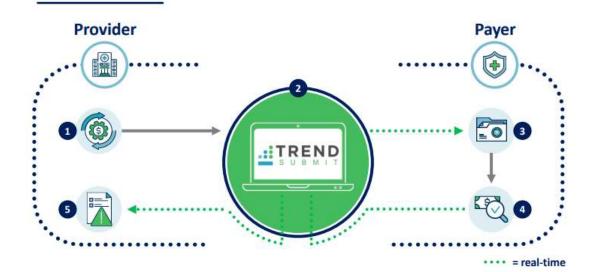
TRENDSubmit Provider Self-Reporting Process



- 1 Provider identifies overpayment
- 2 Provider logs into TRENDSubmit to electronically submit overpayment request
- Overpayment request is routed directly into a Payer adjuster's workqueue
- 4 Payer validates and retracts overpayment
- 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

