

Rooting out False Credits

Finding the Why

False credits make up 70-80% of all provider credit balances. Anyone can identify them. TREND helps eliminate them.

Through manual, no-cost review and a newly expanded classification system, we identify the real “why” behind each balance, then equip you with the insights to fix it upstream.

The New Standard in Root Cause Clarity

Administrative complexity: Different teams handle different policies, creating gaps.

- ✓ Now tracking 42+ specific false credit resolution categories
- ✓ Categories span contract pricing, COB errors, manual/system posting errors, provider policy exceptions, and write-off reversals.
- ✓ Delivered monthly: count and dollar values per category, plus year-to-date trending.

From Analysis to Action

Manual review by TREND’s expert team—provided at no charge

- ✓ Highlights fixable provider-side issues (e.g., contract config, registration, posting)
- ✓ Delivers corrective feedback and insight into payer-specific patterns
- ✓ Monthly updates allow for root cause tracking and reoccurrence detection

Why It Matters

Traditional vendors focus on cleaning up refund backlogs—often cherry-picking the easiest credits to resolve. TREND goes further, managing the full credit balance inventory and uncovering the root causes behind false credits to prevent them from recurring.

	TRADITIONAL VENDOR	TREND HEALTH PARTNERS
Root Causes Reported	5-12	42+
Custom Monthly Reports	⊘	✓
Trending & Dollar Impact	⊘	✓
Manual Review (No Cost)	⊘	✓
Actionable Fixes Provided	⊘	✓



42+ specific False Credit Resolution Categories

Charges Reversed

- » No Change to Expected Payment
- » No Charges, No Pymt, Adj Reversal

COB

- » Highest Allowable COB Paid Correctly
- » Reordered Insurances, Primary Adj Reversed
- » Secondary Adjustment Posted in Error

Contract Pricing Error

- » APC/APG Calculation Variance
- » Global Adjustment
- » Incorrect Contract Year
- » Incorrect Product/Plan
- » Multi-Surgery/Non ASC
- » OBS >24 hrs non-reimbursable
- » Outlier Correction
- » Outpatient Multiple DOS
- » NY Surcharge
- » Transfer DRG

Insurance Bucket Balance Update/Transfer

Mom/Baby - Contractual Correction

Non-Par Payer - Payment Accepted

Multiple Adjs Posted in Error

- » Manual
- » System
- » System and Manual
- » Unknown

Posting Correction

- » Man. Adjustment Keyed in Error
- » Pymt Retracted Adj not Reversed

Provider Policy

- » COB Unconfirmed Payment Accepted
- » ER Denied Payment Accepted
- » IP/OP Downgrade Payment Accepted
- » Past Statute of Limitations
- » Pymt > Expected on Correct Charges
- » 2ndary EOB shows COB Pymt Accepted
- » Surgery Denied Payment Accepted

Transfer - Related HB/Hospital Account

Write Off - Small Balance

Write Off Reversal

- » Charity Payment Made
- » Denial/Non-Covered Payment Made
- » Presumptive Correction
- » Sequestration
- » Uninsured/Self Pay Payment Made
- » Untimely Filing Payment Made



Move beyond clean-up. Start clearing the path forward.

Ask your TREND rep for a sample report—or let us walk you through what deeper false credit resolution can do for your organization.