

# Why is this Claim Being Rejected?

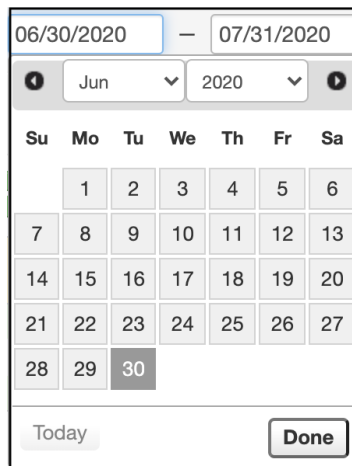
09/16/2024 11:31 am EDT

Claim rejections from DrChrono's billing system, the clearinghouse, or the payer will be displayed in your Live Claims Feed (LCF) for review, correction, and resubmission.

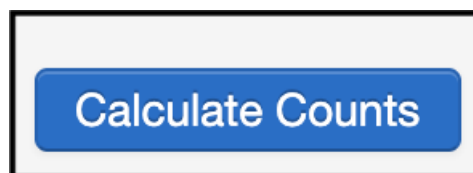
Here's how to identify them:

1. Hover over **Billing** and select **Live Claims Feed**.

2. You will first want to update the date range to ensure you are capturing all claims. The system will default to the past month, but it can be updated by clicking on the date boxes.



3. Next, click on the blue **Calculate Counts** in the middle of the screen. This will have the system count the number of claims you have in each status, making it easier to identify those that need attention.



4. Click on **Claim St (Dropdown)**, you will need to uncheck **All Statuses** and choose any (or all) of the 3 denial/rejected statuses: Rejected, ERA Denied, or Missing Information.

5. Click on **Update Filter**.

Live Claims Feed

Select All Offices | Select None | A nursing home All | B Assisted Living All | C new office All | D Inpatient Hospital All | patient statement remit address All

Primary Office All | Primary Office All | Telehealth All

Claim St: 0 0 0 0 All | Billing St: All | Appt Profiles: All | Calculate Counts | What's this? | TFL Warning

All Statuses

- ERA Received
- In Process at Clearinghouse
- In Process at Payer
- Payer Acknowledged
- Coordination of Benefits
- Other
- Rejected
- ERA Denied
- Not Submitted
- Missing Information

Check All | Clear | **Update Filter**

Supervising Provider	Billed	Allowed	Adjmt	Ins 1 Paid	Ins 2 Paid	Pt Paid	Ins Bal	Pt Bal	Pt Line Item Bal	Claim Bal	Exp Reimbr	Ins 1 Status	Ins 2 Status	First EDI	Last EDI	Service Notes	Billing Notes
Totals:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						
No Records Found																	
Totals:	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00						

5. The system will display the claims that match your status and date range parameters.

6. Click on the blue **Date of service** to go into the billing details screen.

Info	Claim ID	Patient	Date of Service	Office	Billed	Allowed	Adjmt	Ins 1 Paid	Ins 2 Paid	Pt Paid	Ins Bal	Pt Bal	Claim Bal	Exp Reimbr	Ins 1	Ins 1 Status	Ins 2 Status	First EDI	Last EDI	Service Notes	Billing Notes	
Totals:					\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$100.00	\$0.00								
	22580077		9/28/2015 02:30PM	Seattle	\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$100.00	\$0.00	Washington L&I	Rejected iHCFA			Sep 29, 2015	Feb 29, 2016		
Totals:					\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	\$100.00	\$0.00								

7. In the Billing Detail screen, click on the link that reads **Rejected/Missing Information/ERA Denied**.

Code/Check Date	Mods/Posted Date	Service Date	Qty/Min	Dx Pointers	Price	Billed	Allowed	Adjmt	Ins 1 paid	Ins 2 paid	Pt Paid	Ins Bal	Pt Bal	Status/Adj Type
Totals:						\$100.00	\$100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$100.00	\$0.00	Rejected iHCFA
C		From date	To date	1.00	1 2 3 4	60.00	\$60.00	\$60.00	\$0.00	\$0.00	0.00	\$60.00	\$0.00	Rejected
C		From date	To date	1.00	1 2 3 4	40.00	\$40.00	\$40.00	\$0.00	\$0.00	0.00	\$40.00	\$0.00	Rejected

Resubmit Claim

This will display a pop-up window that will provide details of the rejection reason. Once the rejection reason is known, you will be able to make the appropriate corrections and resubmit the claim, if needed.

To resubmit the claim, just check the box **Resubmit claim** and then click on **Verify and Save**.

Resubmit Claim

The best practice is to review for denials each day. A claim that is sitting in one of these statuses is not being

processed by a payer, which means that your reimbursement will be delayed.

We want to make sure you are promptly paid for the great services you provide to patients!

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