Why is this Claim Being Rejected?

Last modified on 06/23/2025 2:19 pm 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 changed by using the to and from date boxes.



3. Next, press 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. Select the **Claim St** Dropdown, you will need to uncheck **All Statuses** and choose any (or all) of the 3 denial/rejected statues: Rejected, ERA Denied, or Missing Information.
- 5. Press on Update Filter. The system will display the claims that match your status and date range parameters.

Live Claims Feed Select All Offices Se	elect None	C new office All -	Prima	ary Offi	ce All -	Te	st offic	e All •	•								_
Claim Type All - Claim St Claim St				Billing St: All ▼ Appt Profiles: All ▼ Calculate Counts What's this? TFL Warning													
Patient	All Statuses ERA Received Solution In Process at Clearinghouse Solution In Process at Payer Solution Payer Acknowledged Solution of Benefits			drc claim # Clinical Note													
Batch Status Change -	Conter		n Expo	rt	Display -	+	Sched	ule	Ø Int	ernal •	-					PAGI	E 1
Claim D Info ID Patient S	C C ERA De	- nied pmitted Information	lling ovider Totals:	Billed \$0.00	Allowed \$0.00	Adjmt \$0.00	Ins 1 Paid \$0.00	Ins 2 Paid \$0.00	Pt Paid \$0.00	ins Bai \$0.00	Pt Line Item Bal \$0.00	Claim Bal \$0.00	Exp Reimbr \$0.00	Ins 1	Ins 1 Status	ins 2	ins 2 Status
			Teteler	60.00	£0.00	No Re	cords F	ound	* 0.00	* 0.00	* 0.00	60.00	t 0.00				

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

Ashiee 2/23/2024 Test \$267.96 Smith 03:15PM office \$267.96	\$173.01	\$94.95	\$136.58 \$0.00 \$0.00 -\$109.88	\$146.31	\$36.43	\$0.00 Aetna	Missing Information: Incomplete ClearingHouse Set up
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7. In the Billing Detail screen, press on the link that reads Rejected/Missing Information/ERA Denied.

Code/Check	Date Description	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:		\$267.96	\$173.01	\$94.95	\$136.58	\$0.00	\$0.00	-\$109.88	\$146.31	Missing Information: Incomplete ClearingHouse Set up	=

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 press **Verify and Save**.



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.

✓ Verify & Save