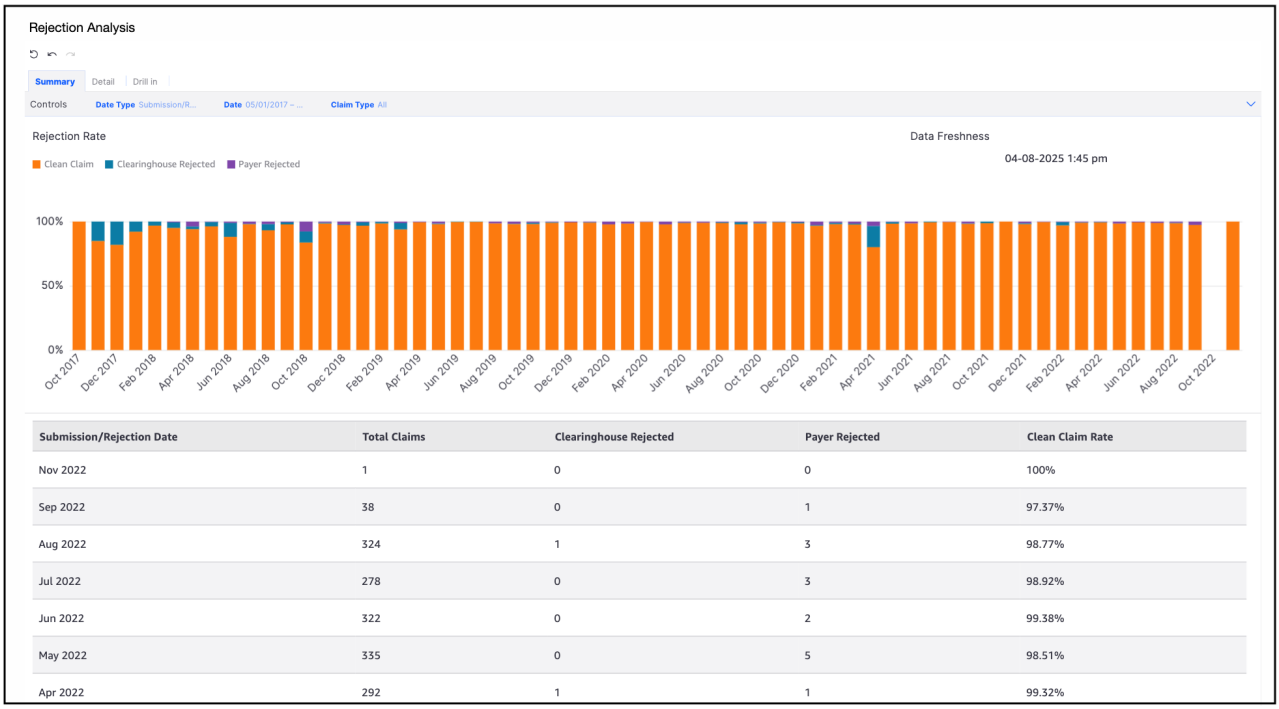
Rejection Report: Overview

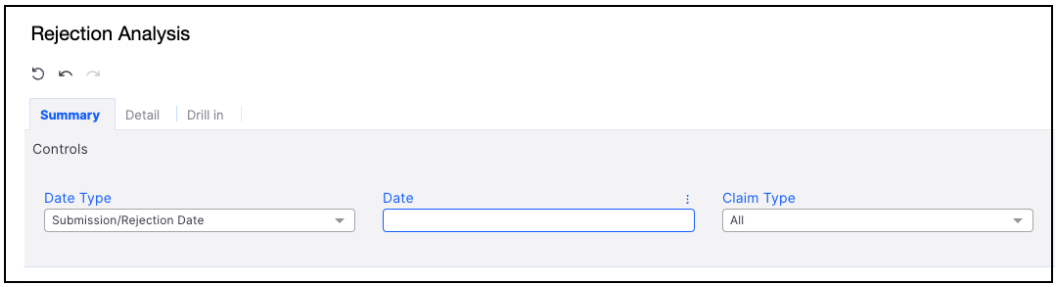
Last modified on 08/25/2025 1:22 pm EDT

The Rejection Report will allow your practice to see from a high level which claims were rejected from both the clearinghouse and/or payer, and what your monthly clean claim rate is. It will also allow you to drill down into the details to identify trends and root causes.



Submission/Rejection Date	Total Claims	Clearinghouse Rejected	Payer Rejected	Clean Claim Rate
Nov 2022	1	0	0	100%
Sep 2022	38	0	1	97.37%
Aug 2022	324	1	3	98.77%
Jul 2022	278	0	3	98.92%
Jun 2022	322	0	2	99.38%
May 2022	335	0	5	98.51%
Apr 2022	292	1	1	99.32%

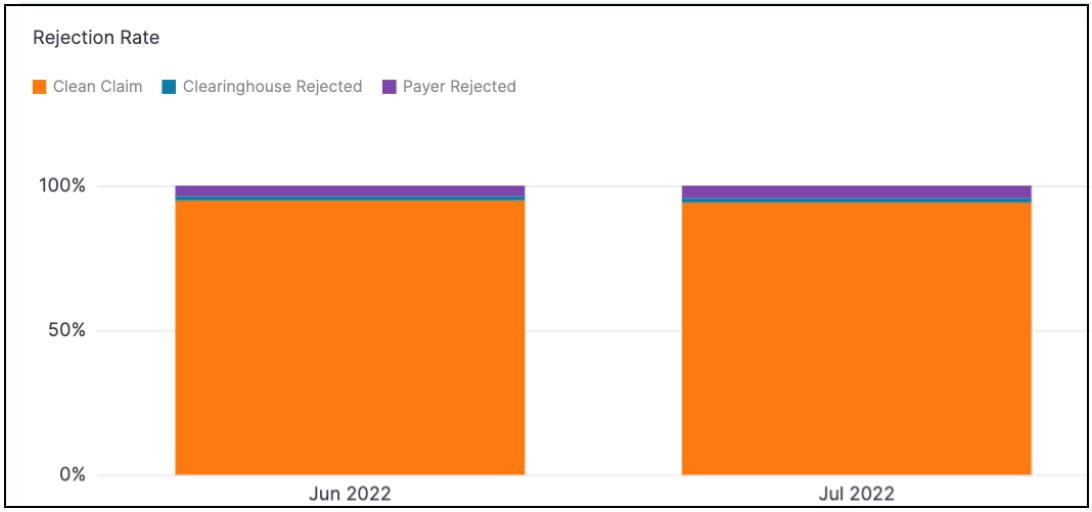
1. Navigate to **Billing > Rejection Analysis**



2. The landing page will be the Summary tab, where you can select:
    a. Date Type - Submission/Rejection Date or Date of Service
    b. Date - This is where the date range of data is entered

c. Claim Type - Professional, Institutional (if you have this enabled for your account), or all

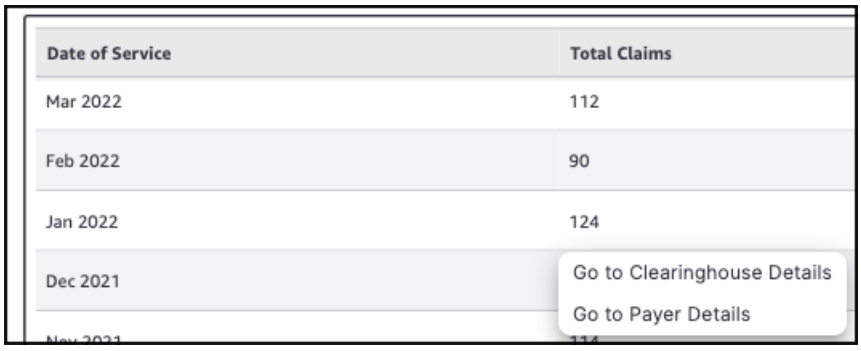
3. The information will be displayed in graph form and color-coded by the source of the rejection. There is a date/time stamp just above the graphs to show the freshness of the data included.



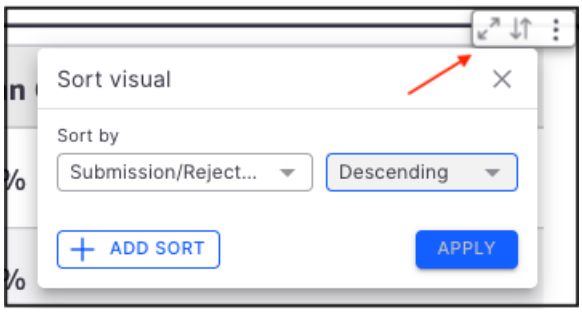
4. Under the graphs is a table that will list by month, your total claims billed, the number rejected by the clearinghouse, the number rejected by the clearinghouse, and the clean claim rate for the month.

Submission/Rejection Date	Total Claims	Clearinghouse Rejected	Payer Rejected	Clean Claim Rate
Sep 2022	146,450	2,458	6,419	93.94%
Aug 2022	928,473	15,899	37,844	94.21%
Jul 2022	861,347	12,954	37,423	94.15%
Jun 2022	955,011	14,436	34,566	94.87%

5. You can press on any figure under Total Claims, Clearinghouse Rejected, Payer Rejected and receive an option to Go to the Clearinghouse or Payer Details.



Payer Details

Clearinghouse Details

You can sort by column in ascending or descending order by hovering over the top right of the box, by the clean claim rate column.