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.



1. Navigate to Billing > Rejection Analysis

Summary Detail Drill in			
Controls			
Date Type	Date	: Claim Type	

- 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.

Date of Service	Total Claims
Mar 2022	112
Feb 2022	90
Jan 2022	124
Dec 2021	Go to Clearinghouse Details
Nov 2024	Go to Payer Details

Payer Details

Rejection	Analysis	;							
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Summary	Detail	Drill in							
Controls	Date 09/0	1/2020 – Date 1	ype Date of Servi	ce Claim T	ype All Is Unworked All	Patient All	Rejected By Paye	er Level of Detail Claim Level	\sim
	The following Month: Januar	drill filters are in place. Click on '	he table to reset.					Data Freshness	$\underbrace{ \vdots \ \uparrow \downarrow^{\kappa} }_{\varkappa}$
	Rejected By: P	ayer 🚽						08-25-2025 11:45 am	
Rejections									
Claim ID	Chart ID	Patient Fullname	Date of Service	Rejection Date	All Billed Codes		Rejection	Reason	
			Jun 22, 2022	Jun 24, 2022	99205		2010CA V	ALUE OF ELEMENT N403 IS INCORRECT. EXPECT	ED VALUE IS
			Mar 8, 2021	Jun 4, 2021	99213		Receiver-	Acknowledgement/Returned as unprocessable c	laim-The

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.

