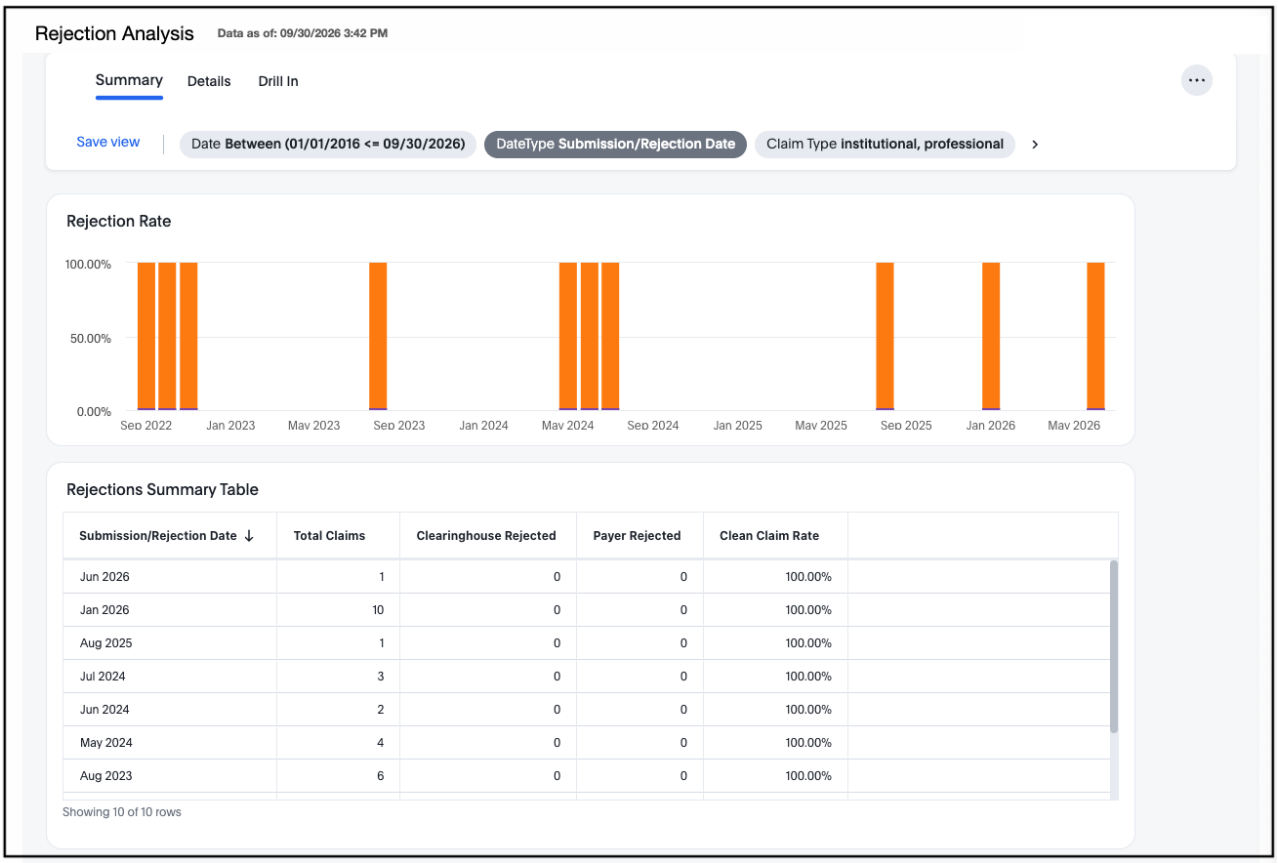
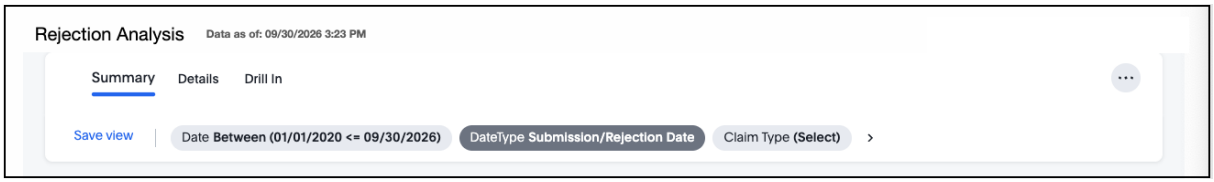
Rejection Report: Overview

Last modified on 11/06/2026 2:14 pm EST

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

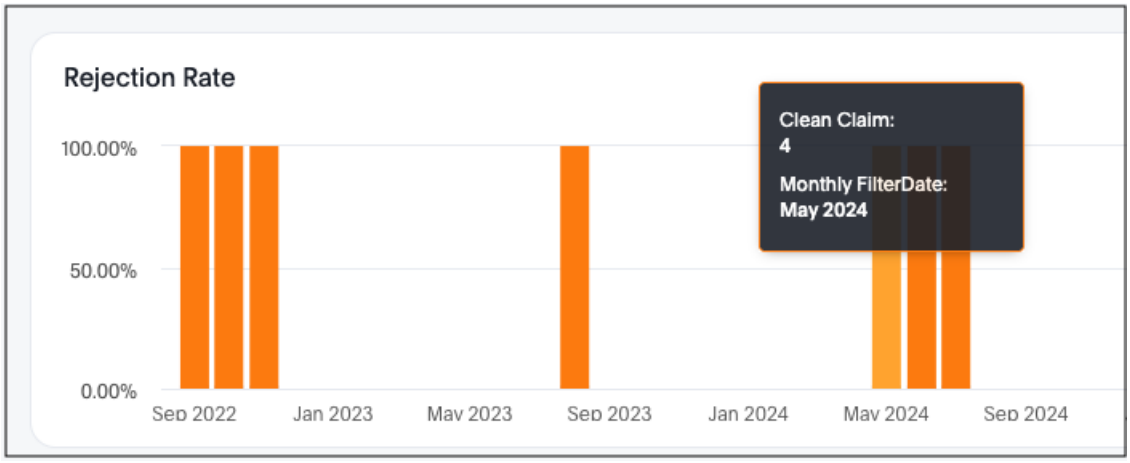


1. Navigate to **Billing > Rejection Analysis**

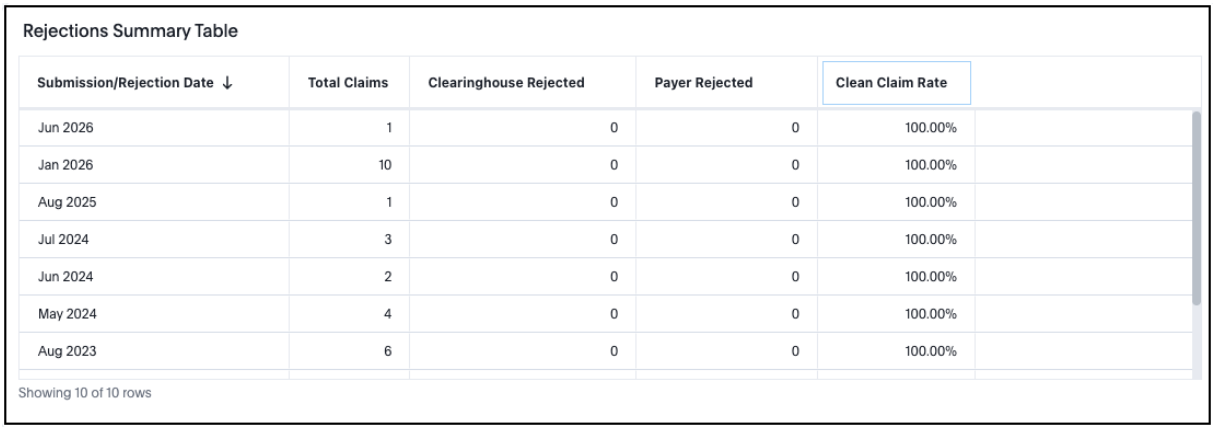


2. The landing page will be the Summary tab, where you can select:
    a. **Date** - Select a single date or date range
    b. **Date Type**- Submission/Rejection Date or Date of Service
    c. **Claim Type** - Professional, Institutional (if you have this enabled for your account), or all
3. The information will be displayed in graph form and color-coded by the source of the rejection. Hovering

over each bar will provide the breakdown. 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, a count of total claims billed, the number rejected by the clearinghouse, the number rejected by the payer, and the clean claim percentage rate for the month.



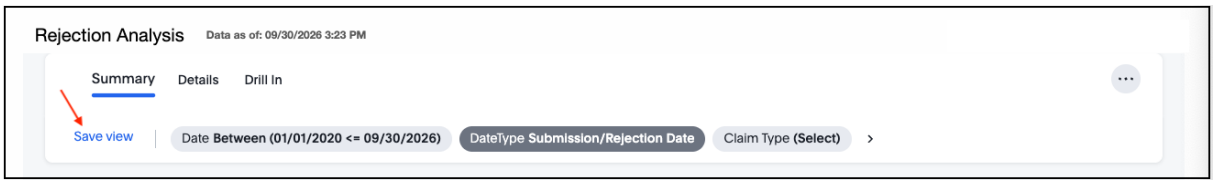
Rejections Summary Table

Submission/Rejection Date ↓	Total Claims	Clearinghouse Rejected	Payer Rejected	Clean Claim Rate
Jun 2026	1	0	0	100.00%
Jan 2026	10	0	0	100.00%
Aug 2025	1	0	0	100.00%
Jul 2024	3	0	0	100.00%
Jun 2024	2	0	0	100.00%
May 2024	4	0	0	100.00%
Aug 2023	6	0	0	100.00%

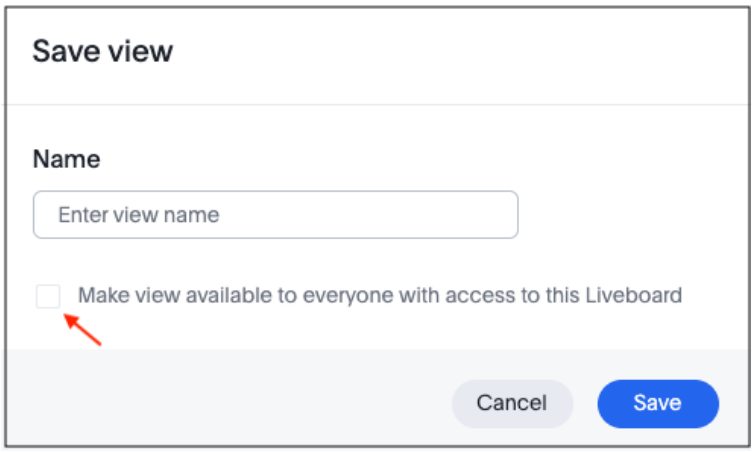
Showing 10 of 10 rows

Saving the Report

To save the filters set, press **Save View** on the left side of the screen.



Enter a name for the view when prompted. To share the view with colleagues, check the box next to **Make view available to everyone with access to this Liveboard**.



Saved views preserve all filter selections, including date type and grouping. They do not save a specific date range.

To rerun the report, select it from the left side of the screen. If it is not showing, press the down arrow for additional saved views.

