

What are Intelligent Claim Rejections?

† Modified on 11/12/2025 5:06 pm EST

Our "Intelligent Claim Rejections" feature, controls how rejection messages are shown in Claim Tracker to make them easier for customers to understand. If an intelligent claim rejection message is available, the confusing payer message will now be hidden by default and replaced with an AI-produced message that is easier for users to read, understand, and is better formatted. We also added extra space to the intelligent message so it is not confined to one line.

Who can use this feature?

Users with the Tracking permission.

Payer Message

Here is an example of a payer messages on a claim, and how it would previously be displayed in Claim Tracker. As you can see, the clearinghouse messages are not always easy to read and do not fit on each line forcing users to hover over them to read them in full.

Group By

Mark as Fixed

(No Selection)

Task Options

Close

View Applied Filters

↑

↓

☐ Claim # / TCN	DOS / Status Date	Patient / Status	Current Claim Status	Claim Amount / Billed Amount	Payer
☐ 277871664	10/09/2025	REDACTED, REDACTED (#67524538)	REJECTED AT HEALTHCARE PA...	\$115.00	
☐ 1403912323	10/20/2025	Submitted electronically		\$115.00	HEALTHCARE PARTN...
☐	10/21/2025	ⓘ Acknowledgement/Returned as unprocessable claim-The claim/encounter has been rejected and has not been e...			
☐	10/21/2025	ⓘ Returned to Submitter.			
☐	10/21/2025	ⓘ Category Acknowledgement/Returned as unprocessable claim-The claim/encounter has been rejected and has n...			
☐	10/21/2025	ⓘ INVALID MEMBER ID - THE SUBMITTED MEMBER ID IS NOT 11 OR 12 OR 9 DIGITS			
☐	10/21/2025	ⓘ Category Acknowledgement/Receipt-The claim/encounter has been received.This does not mean that the claim h...			
☐ 277872821	10/10/2025	REDACTED, REDACTED (#67524538)	REJECTED AT HEALTHCARE PA...	\$115.00	
☐ 1403912338	10/20/2025	Submitted electronically		\$115.00	HEALTHCARE PARTN...

Intelligent Claim Rejection Message

The same claim with the Intelligent Claim Rejection message only shows one message. The Intelligent Claim Rejection now combines the messages, offering improved formatting, increased message space, and enhanced readability.

Mark as Fixed Group By (No Selection) Task Options Close View Applied Filters					
☐ Claim # / TCN	DOS / Status Date	Patient / Status		Claim Amount / Billed Amount	Payer
277871664	10/09/2025	REDACTED, REDACTED (#67524538)		\$115.00	
1403912323	10/20/2025	Submitted electronically		\$115.00	HEALTHCARE PARTN
	10/21/2025	The member ID submitted to Healthcare Partners of Nevada is incorrect. Please verify the ID format, which should be 9, 11, or 12 digits, and resubmit the claim.			Show Details
277872821	10/10/2025	REDACTED, REDACTED (#67524538)		\$115.00	
1403912338	10/20/2025	Submitted electronically		\$115.00	HEALTHCARE PARTN

⚠ Although we will show the intelligent message by default if is available, users can click **Show Details** to view the full list details of payer messages, if needed.