

## ClaimSearch Rejected Claims Insights

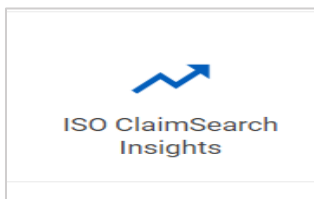
The UF Error Dashboard has been upgraded to ClaimSearch Rejected Claims Pinboard. It can be found by clicking the ClaimSearch Insights tile after accessing ISO ClaimSearch. This new pinboard provides you with more control, better visibility, and better visuals to see the information important to see the rejected claim data.

### What is it?

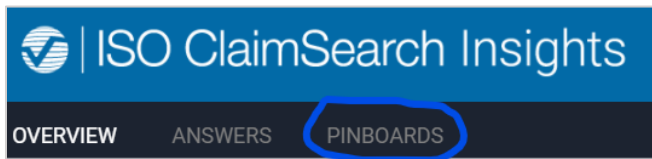
ClaimSearch Rejected Claims Pinboard provides customers with detailed information on the claims submitted that have been rejected. Users can find rejections based on rejection date, reason, type, reporting type, submission type, policy type, office, adjuster, and compare data to the industry average.

### How to access the Pinboard?

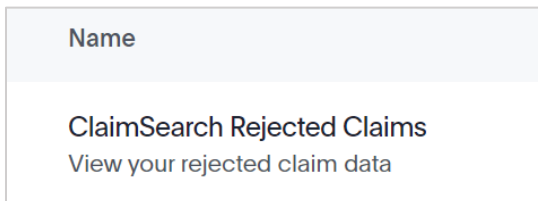
1. Open the ISO ClaimSearch homepage



2. Click on the "Insights" tile. From there, click "Pinboards"



3. Select "ClaimSearch Rejected Claims".



### How to Navigate the Pinboard

When the Rejected Claims Pinboard is accessed, customers will see powerful filters to narrow the focus and drill down to the data that is being sought. Additionally, customers will not need to click between multiple tabs as was needed in the UF Error Dashboard. All the information that customers need is readily available on one screen.



## Filter Overview

Group Name (Select) ▼ Company Name (Select) ▼ Company Code (Select) ▼ Rejected Date (Select) ▼ Corrected Date (Select) ▼

ISO File Number (Select) ▼ Claim Number (Select) ▼ Policy Number (Select) ▼ Corrected Status (Select) ▼ Report Source (Select) ▼

Policy Type (Select) ▼ Submission Record Type (Select) ▼ Adjuster Name (Select) ▼ Reason (Select) ▼ Rejection Type (Select) ▼

1. Group Name- Data will show for all companies and office codes under the entire group.
2. Company Name- Data will show for all office codes under the company name.
3. Company Code- Data will show for only the specific office codes selected.
4. Rejected Date- Data will show for only the selected dates when the claim was rejected.
5. Corrected Date- Data will show for only the selected dates when the claim was corrected.
6. ISO File Number- Search for claims with a specific ISO file number(s).
7. Claim Number- Search for claims with a specific Claim number(s).
8. Policy Number- Search for claims by a specific policy number(s)
9. Corrected Status- Search for claims based on their corrected status (corrected, not corrected).
10. Report Source- Search claims based on how they were reported to ISO (XML, FTP, Etc.)
11. Policy Type- Search claims based on the type of policy.
12. Submission Record Type- Search claims based on the type of submission (initial, replacement, etc.)
13. Adjuster Name- Search claims based on the adjuster that submitted it.
14. Reason- Search for claims based on the rejection reason.
15. Rejection Type- Search claims based on the rejection type (duplicate, missing info, etc.)

## Visuals Overview

1. Volume of Rejected Claims-by Rejection Date- A graph showing the peaks and valleys of rejected claims by date. This can be changed to viewed as a table by clicking the ellipses, "Edit", and "View as a Table".
2. Volume of Rejected Claims by Rejection Reason- A bar chart that shows the rejection reasons with the most prevalent reason at the top. Hover over the bars to see the rejected reason. This can be changed to viewed as a table by clicking the ellipses, "Edit", and "View as a Table".
3. Total Claims by Rejection Type and Corrected Status- A chart that shows the number of rejection types and how many of each category has been corrected or are still uncorrected. Hover over the bars to see additional information. This can be changed to viewed as a table by clicking the ellipses, "Edit", and "View as a Table".



4. Volume of Rejected Claims by Report Source Type- A pie chart that shows rejected claims by the report source (XML, FTP, Etc.). Hover over the categories to get additional information. This can be changed to viewed as a table by clicking the ellipses, “Edit”, and “View as a Table”.
5. Volume of Rejected Claims by Submission Type- This visual shows rejected claims based on how the claim was submitted (Initial, Replacement, Etc.). Hover over the categories to get additional information. This can be changed to viewed as a table by clicking the ellipses, “Edit”, and “View as a Table”.
6. Volume of Rejected Claims by Policy Type- A bar chart that shows the rejected claims based on the type of policy entered. Hover over the categories to get additional information. This can be changed to viewed as a table by clicking the ellipses, “Edit”, and “View as a Table”.
7. Volume of Rejected Claims by Office- A table that shows the rejected claims based on the office that submitted the claim. Hover over the categories to get additional information. This can be changed to viewed as a table by clicking the ellipses, “Edit”, and “View as a Table”.
8. Monthly Company Average Rejection Rate- A scatter chart showing the companies average rejection rate per day based on the dates selected in the filter. Hover over the categories to get additional information. This can be changed to viewed as a table by clicking the ellipses, “Edit”, and “View as a Table”.
9. Volume of Rejected Claims by Adjuster- A bar chart showing the rejection claims based on the adjuster that submitted the claim. Hover over the categories to get additional information. This can be changed to viewed as a table by clicking the ellipses, “Edit”, and “View as a Table”.
10. Monthly Industry Average Rejection Rate by Rejection Rate- A line chart showing the average rejection rate for the industry by day based on the dates selected in the filter. Hover over the categories to get additional information. This can be changed to viewed as a table by clicking the ellipses, “Edit”, and “View as a Table”.
11. Details Table- A table with all the claim information of all claims submitted within the time period of the filter selected. This table can be exported as a CSV, Excel spreadsheet, or a PDF by clicking the ellipses and selecting the corresponding format.