

Rejected vs Denied Claims Infographic

A quick comparison of returned-before-review claims versus reviewed-but-not-paid claims.

TYPE Infographic

WHO AR Follow-Up Specialists, Medical Billers, denial learners, and beginner RCM students.

WHEN Use when learning how claim status changes the next action.

HOW Identify the current status first, then decide whether correction/resubmission or denial review is more appropriate.

Workflow stage: Claims and AR - claim status triage

Rejected

Claim was returned before full payer adjudication, often because required data or format failed.

Denied

Payer processed/adjudicated the claim but did not pay as expected.

Rejected route

Correct the missing/invalid claim data and resubmit when allowed.

Denied route

Read the reason, review root cause, then choose correction, appeal, rebill, patient route, or escalation.

Proof

Use clearinghouse report, payer response, EOB/ERA, portal status, and system notes.

Document

Record status, reason, source, action, reference, and next follow-up.

COMMON MISTAKE AVOIDED

Avoid treating every unpaid claim as a denial or every denial as an appeal.

NO-PHI REMINDER

Do not use or enter real patient names, dates of birth, insurance IDs, member IDs, claim numbers, medical record numbers, addresses, phone numbers, diagnoses, treatment details, login details, or protected health information. Use fictional data only when practicing.

EDUCATIONAL DISCLAIMER

This resource is for beginner-friendly healthcare admin education only. It is not medical advice, legal advice, coding certification, payer-specific billing authority, a replacement for employer training, or a guarantee of employment. Always verify current requirements with official sources, employer policy, payer rules, client instructions, and updated guidance.

SOURCE / REVIEW NOTE

This beginner resource explains general claim and billing workflow concepts. Requirements can vary by payer, plan, provider type, specialty, place of service, contract, and current policy. Last reviewed: July 2026.