

Rural Health AI Lab (RHAIL)

Claims Denial Navigator Tool



Microsoft's Rural Health AI Innovation Lab (RHAIL) is announcing the availability of its first AI tool, **Claims Denial Navigator**, for any healthcare providers using 835/837 transaction files for claims management.

What is Claims Denial Navigator?

Claims Denial Navigator is an AI-powered tool that helps recover lost revenue and streamline the process of researching and resolving denied Medicare, Medicaid, and Commercial Insurance claims.

- **Claims Denial Navigator is available for free on [Github.com](https://github.com)**
Requires minimal capacity in SharePoint, Azure, and PowerApps*.
- Sits in the hospital/organization IT environment – No data goes beyond the organization.
- EHR agnostic – No interfacing required.

** These products are standard nonprofit offers for eligible customers.*



[Watch a Demo of the Tool](#)



About the Rural Health AI Lab

Fostering AI Innovation for Rural Health

Microsoft launched the **Rural Health AI Innovation Lab (RHAIL)** to collaborate with rural customers in developing innovative AI solutions for rural health's challenges.



Goal: Drive tech advancement, financial performance, and address health disparities unique to rural health providers.



In compliance with Microsoft Responsible AI requirements.



"Low Code/ No Code" to build.



Use cases identified and framed by the voice of the customer.



Focused on solving slices of larger processes.



Affordable and accessible: Tools posted on GitHub to access for free.

Accessing the Claims Denial Navigator

This tool is available for download from [GitHub](#) and requires SharePoint, minimal Power App licensing, and Azure credits. These products are covered under standard Microsoft nonprofit pricing, which is available to over **700 rural hospitals** and many other low-resourced healthcare providers.

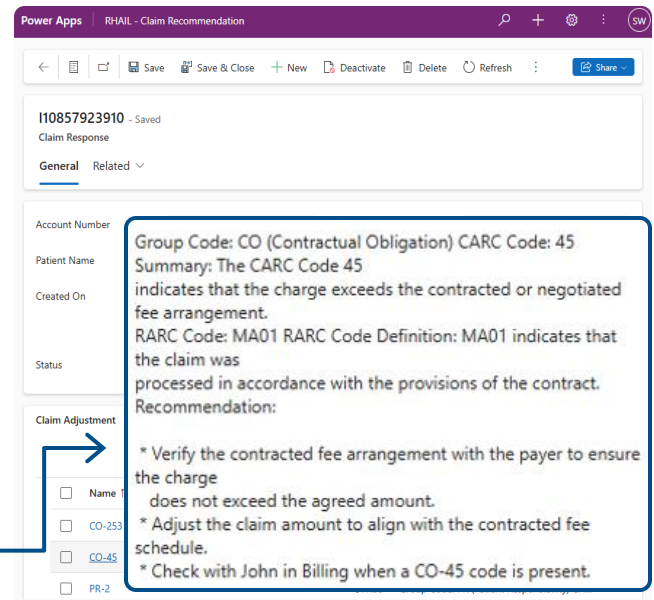


Scan to
[download
the tool](#)



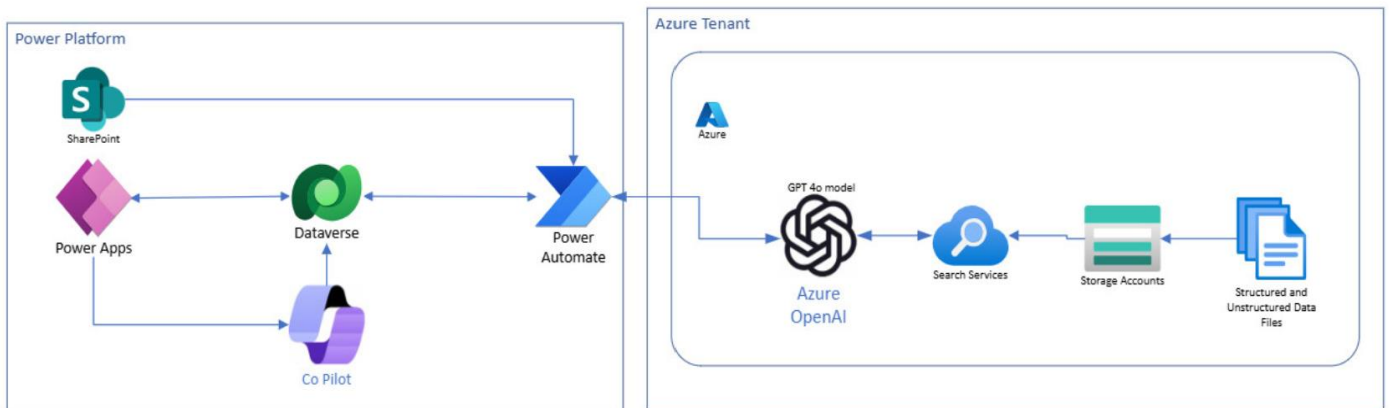
Claims Denial Navigator Simplifies Claims Resolution

- 1 Upload Medicare/Medicaid payment guides and related documentation.
- 2 Upload 835 and 837 files directly, with automation options.
- 3 The Claims Denial Navigator then:
 - 1) Parses and presents 835 claim data in an easy-to-review format.
 - 2) Suggests/surfaces adjustments for denied claims.
 - 3) Integrates institutional information and custom recommendations from your claim experts.



Claims Denial Navigator – Solution Architecture

- 1 Built using the Power Platform framework.
- 2 Easily customized to fit an organization's specific data needs.
- 3 Featuring a scalable Azure backend architecture.



1. [Exploring Urban-Rural Disparities in Accessing Treatment for Opioid Use Disorder | American Institutes for Research](#)
2. [Disability and Independence in Rural America White Paper](#)