



# LoanSphere Invoicing™ 19.10 Release Notification

## Denial Reason and Denial Comment Enhancement

February 19, 2020

Effective **January 12, 2020**, Denial Reason and Denial Comment columns were added to the Denied Claims Report.

Historically the Denied Claims Report did not contain the denial reason or denial comment in the results; however, with this enhancement, servicers can now view the reasons for a denial along with related comments.

The Denied Claims Report is shown below for your reference.

Submitter	Claim Type	Claim #	Investor Loan #	Servicer Loan #	Current Status Proc. Days	Submitted Date	Requested Amount	Denied Date	Denial Reason	Denial Comment	Processor
571 Claim					32	08/01/2019	\$222.00	12/05/2019	Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.	Auto Denial Process
CL TAX					32	07/12/2019	\$53.00	12/05/2019	Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.	Auto Denial Process
571 Claim					32	07/23/2019	\$115.00	12/05/2019	Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.	Auto Denial Process
571 Claim					32	07/29/2019	\$100.00	12/05/2019	Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.	Auto Denial Process
571 Claim					32	08/01/2019	\$1,100.00	12/05/2019	Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.	Auto Denial Process
571 Claim					32	07/30/2019	\$222.00	12/05/2019	Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.	Auto Denial Process
CL TAX					1	08/12/2019	\$331.00	01/05/2020	Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.	Auto Denial Process
571 Claim					1	07/18/2019	\$120.00	01/05/2020	Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.	Auto Denial Process

  

Denial Reason	Denial Comment
Denied - Failure to respond within Fannie Mae guide timelines.	Denied - Failure to respond within Fannie Mae guide timelines.
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Additionally, a message will now appear notifying users when the Denied Claims Report results exceeds 50,000 records. If the results return more than 50,000, the servicer will be unable to proceed and will need to adjust their search criteria.

### For More Information

For other related information, visit the [Servicer Expense Reimbursement page](#).