DENIALTRACKER
CATCH DENIALS, KEEP REVENUE

Terms of Service (TOS)

Effective Date: 12/4/2025
Website: https://denialtrackerapp.com
Publisher: DenialTracker ("we," "us," "our")
This document will be edited and updated prior to the publishing of DenialTracker.

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1. Agreement to Terms

By installing, accessing, or using DenialTracker (the "Service"), you (the "User") agree to be bound by these Terms of Service. If you do not agree to these Terms, you may not use the Service.

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2. Description of the Service

DenialTracker is a Google Workspace add-on that assists medical billing teams by organizing, tracking, and summarizing claim denials using the User's own Google Sheets, Google Drive, and Gmail environment.
DenialTracker does not store, transmit, or process Protected Health Information ("PHI") on its own servers. All PHI remains inside the User's Google Workspace environment.

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3. User Responsibilities

3.1 HIPAA Compliance & BAA With Google

DenialTracker does not host or store PHI. Because all PHI remains within the User's Google Workspace environment, the User is solely responsible for ensuring they have:

- **A valid Business Associate Agreement (BAA) with Google, if required by law.**

- **Appropriate HIPAA-compliant internal policies.**

If a User does not have a valid BAA with Google (or any other required agreements), the User acknowledges that they, and not DenialTracker, are responsible for any resulting compliance violations, penalties, or legal obligations.

3.2 Transfer of 835 Files & External Protocols

If the User obtains or transfers 835 files using external tools or services (including but not limited to SFTP, clearinghouses, RCM systems, EHR platforms, or third-party scripts), the User agrees that:

- **They are solely responsible for ensuring the security and legality of those transfer methods.**

- **They are solely responsible for any PHI exposure, transmission risk, misconfiguration, or protocol violation.**

- **DenialTracker has no responsibility or liability for 835 file transfer, storage, or retrieval outside the Google Workspace environment.**

4. No Storage or Transmission of PHI by DenialTracker

DenialTracker does not:

- **Store PHI.**

- **Transmit PHI to external servers.**

- **Process PHI outside Google Apps Script running in the User's own Google Workspace domain.**

All PHI is handled exclusively within the User's Google Workspace account, which is under the User's complete control.

5. License and Permitted Use

Users are granted a revocable, non-exclusive, non-transferable license to use the Service solely within their own Google Workspace domain.
Users may not:

- Reverse-engineer, modify, or redistribute the Service.

- Use the Service for illegal or harmful purposes.

- Use the Service in a way that may introduce security risks to PHI or other sensitive information.

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6. Subscriptions, Billing, and Payments

The Service may offer paid subscription plans. By subscribing, you agree to:

- Pay the fees associated with your selected plan.

- Provide accurate billing information.

- Allow recurring charges unless and until canceled.

Refunds are issued at the sole discretion of DenialTracker.

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7. Beta Access & Pre-Release Features

From time to time, Users may be granted access to beta, pilot, preview, or pre-release versions of DenialTracker ("Beta Features"). By using Beta Features, the User acknowledges and agrees that:

1. Beta Features are provided "as is."
   They may contain bugs, errors, or incomplete functionality and may not perform identically to the final commercial version.

2. Functionality may change at any time.
   Beta Features may be modified, suspended, or removed without notice.

3. No warranties.
   We disclaim all warranties for Beta Features, including accuracy, reliability, and

fitness for a particular purpose.

4. **Data accuracy is not guaranteed.**
   Beta Features may not always correctly parse or log data from all payer formats, clearinghouses, or non-standard 835 structures.

5. **User responsibility.**
   The User is solely responsible for reviewing and confirming the accuracy of all outputs, including any data used for billing or appeals workflows.

6. **No liability.**
   DenialTracker shall not be liable for inaccuracies, incomplete data, parsing issues, or operational impacts related to Beta Features.

7. **Feedback license.**
   Any feedback, suggestions, or reporting provided by the User may be used to improve the Service without compensation.

7.1 Beta Tester Stripe Checkout & Billing Information

Beta testers may be asked to pass through a Stripe-managed onboarding flow solely for the purposes of:

- **Creating a secure customer profile.**

- **Enabling restricted-access features.**

- **Preparing DenialTracker for future subscription functionality.**

During beta testing:

- **No payment method is collected.**

- **No subscription is created.**

- **No charges occur or are pending.**

- **Stripe receives only minimal identifying information, such as the User's name and email address.**

- **Beta testers are not enrolled in any paid plan, and no billing obligations apply.**

The User acknowledges and consents to the creation of this minimal Stripe customer record for authentication, access control, and technical testing purposes.
This record will not convert into a paid subscription unless the User later chooses to subscribe and provides valid payment information.
Stripe's handling of this information is governed by Stripe's Privacy Policy.

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8. Termination

We may suspend or terminate access to the Service at any time for:

- **Violation of these Terms**

- **Non-payment for paid plans**

- **Security risks posed by user behavior**

- **Required legal compliance**

Users may cancel their subscription at any time; however, no refunds are provided for partial billing cycles.

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9. Limitation of Liability

To the fullest extent permitted by law, DenialTracker is provided "as is" without warranties of any kind.
We are not liable for any damages arising from:

- **Incorrect or incomplete data**

- **Misuse of the Service**

- **PHI exposure caused by User actions**

- **Improper 835 transfer methods outside DenialTracker**

- **Lack of a BAA between the User and Google**

The User agrees that DenialTracker's total liability will not exceed the total fees paid by the User in the preceding twelve (12) months.

10. Refunds and Cancellations

Monthly subscriptions – Renew automatically each month until canceled. No refunds for partial months unless a verified technical issue prevents normal use.

Annual subscriptions – Renew automatically. First-time annual subscribers may request a refund within 30 days of the initial charge. After that, payments are non-refundable.

If a refund is issued, access may be terminated as of the refund date.

We may suspend access immediately in cases of payment failure, chargebacks, abuse, or violations of these Terms.

11. No Warranty

We make reasonable efforts to ensure DenialTracker performs as intended; however, the Service is provided "as is."
We do not guarantee:

- **Perfect accuracy for every 835 file**

- **Compatibility with all clearinghouse-specific formats**

- **Uninterrupted operation within the Google Workspace ecosystem**

- **Prevention of billing or reimbursement errors**

We do commit to:

- **Continuously improving logic**

- **Maintaining high reliability**

- **Addressing reported issues promptly**

- **Transparent updates about enhancements or fixes**

The User remains responsible for reviewing outputs for billing or clinical use.

12. Governing Law

These Terms are governed by the laws of the User's state of operation, without regard to conflict of law principles.

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13. Support and Contact

For support, questions, or concerns:
Email: csnoket@denialtrackerapp.com

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14. Updates to Terms

We may revise these Terms from time to time. Continued use of the Service constitutes acceptance of the updated Terms.