



Terms of Service

Effective Date: 8/14/2026

Website: <https://denialtrackerapp.com>

Publisher: DenialTrackerLLC (“DenialTracker”, “we,” “us,” “our”)

1. Agreement to Terms

These Terms of Service (“Terms”) govern access to and use of the DenialTracker Google Workspace Add-on, related websites, billing services, support services, and other features or services made available by DenialTracker LLC (collectively, the “Service”).

By creating or activating a DenialTracker subscription, including through Stripe or any other payment or billing interface used by DenialTracker, you acknowledge that you have read and agree to be bound by these Terms of Service and the DenialTracker Privacy Policy. Your completion of the subscription or enrollment process constitutes your electronic acceptance of those documents.

If you use the Service on behalf of a healthcare practice, billing company, hospital, revenue cycle management company, or other organization, you represent that you have authority to bind that organization to these Terms. In that case, “you” and “User” include both you and the organization you represent.

If you do not agree to these Terms, you may not use the Service.

2. Eligibility and Business Use

The Service is intended for business and professional use in the United States.

You must be at least 18 years old and legally capable of entering into a binding agreement to use the Service.

The Service may be used by healthcare providers, healthcare practices, medical billing organizations, revenue cycle management companies, and other authorized organizations involved in healthcare administrative or reimbursement workflows.

If you use DenialTracker to process information belonging to another person or organization, including a client practice, you represent and warrant that you have all rights, permissions, agreements, and legal authority necessary to access and process that information.

3. Description of the Service

DenialTracker is a Google Workspace Add-on designed to help Users identify, organize, track, summarize, and manage information associated with insurance claim denials and remittance files, including ANSI X12 835 files.

The core claim-processing functions of DenialTracker operate through Google Workspace services, including Google Drive, Google Sheets, Gmail, and Google Apps Script.

DenialTracker may read qualifying files in the User's Google Drive, process information from those files through Google Apps Script, write resulting information to Google Sheets, and send User-configured notifications through Gmail.

DenialTracker also operates separate external infrastructure for limited non-claim functions such as authentication verification, subscription management, billing access, security controls, and related operational functions.

DenialTracker's external billing infrastructure is not designed to receive or process the contents of 835 files, patient claim information, or other claim-level Protected Health Information.

4. Google Workspace Access and Permissions

Use of DenialTracker requires authorization to access certain Google Workspace services.

Depending on the features used, DenialTracker may request permission to access Google Drive, Google Sheets, Gmail, Google account identity information, and related Google Workspace functionality.

These permissions are used to provide the features displayed within DenialTracker, including locating and processing remittance files, creating and updating denial-tracking spreadsheets, sending User-configured email alerts, authenticating Users, and validating subscription access.

Users are responsible for reviewing and approving the Google permissions requested by the Service.

Revoking required permissions may cause some or all DenialTracker functionality to stop working.

5. Protected Health Information and Google Workspace Architecture

DenialTracker is designed so that claim-level information processed by the Add-on, including information that may constitute Protected Health Information (“PHI”), is processed within the User’s Google Workspace environment rather than being transmitted to DenialTracker’s external billing infrastructure.

835 file contents and claim-level information are not intentionally transmitted to DenialTracker’s external billing backend for storage, analytics, billing, advertising, or product profiling.

DenialTracker does not maintain an external repository of User 835 files or claim-level patient records.

This does not mean that information can never leave a User’s Google Workspace environment through actions initiated by the User. Users may, for example, download files, share Google Sheets, forward emails, configure notification recipients, use external transfer systems, or otherwise transmit information through tools under their control.

DenialTracker is not responsible for User-directed disclosure or transfer of information through Google Workspace or other third-party services.

6. HIPAA and User Compliance Responsibilities

Users are responsible for determining whether HIPAA, state privacy laws, contractual obligations, payer requirements, or other laws and regulations apply to their organization or use of the Service.

Where required, Users are responsible for maintaining an appropriate Business Associate Agreement with Google and configuring their Google Workspace environment in a manner appropriate for the information they process.

Users are also responsible for maintaining appropriate internal safeguards, access controls, account permissions, workforce policies, and procedures for handling healthcare information.

DenialTracker does not provide legal advice or make representations that use of the Service, by itself, makes an organization HIPAA compliant.

Because DenialTracker’s external infrastructure is not intended to receive PHI, DenialTracker does not currently offer a Business Associate Agreement to customers for the Service as presently designed.

Users must not intentionally transmit PHI to DenialTracker’s external support, billing, website, or other non-Workspace systems.

Nothing in these Terms limits any obligation that may apply to DenialTracker directly under applicable law.

7. Acquisition and Transfer of 835 Files

Users may obtain 835 files through clearinghouses, SFTP systems, electronic health record systems, revenue cycle management platforms, local software, third-party scripts, or other services.

DenialTracker does not control the security or operation of those external systems.

Users are responsible for securely acquiring, transmitting, uploading, and storing 835 files before those files are processed through DenialTracker.

DenialTracker is not responsible for unauthorized disclosure, protocol failures, configuration errors, security incidents, or other problems arising from systems or transfer methods that are outside DenialTracker's control.

8. User Accounts and Security

Users are responsible for maintaining the security of the Google account and Google Workspace environment used with DenialTracker.

Users must take reasonable steps to protect account credentials, restrict access to authorized personnel, maintain appropriate administrative permissions, and prevent unauthorized use of the Service.

Users must promptly notify DenialTracker if they reasonably believe that their DenialTracker billing access or interaction with DenialTracker's external infrastructure has been compromised.

DenialTracker does not receive or store Users' Google passwords.

9. License and Permitted Use

Subject to these Terms and any applicable subscription requirements, DenialTracker grants the User a limited, revocable, non-exclusive, non-transferable, non-sublicensable license to use the Service for the User's internal business purposes.

Users may not reverse engineer, decompile, disassemble, reproduce, modify, resell, sublicense, redistribute, or create derivative products from the Service except to the extent such restriction is prohibited by applicable law.

Users may not circumvent subscription restrictions, authentication mechanisms, technical protections, or security controls.

10. Acceptable Use

Users may not use the Service unlawfully, fraudulently, maliciously, or in a way that threatens the security, integrity, availability, or performance of DenialTracker or third-party systems.

Users may not attempt unauthorized access to another User's account, billing information, Google Workspace resources, or subscription.

Users may not intentionally introduce malware, exploit vulnerabilities, conduct unauthorized security testing against production systems, interfere with rate limits, scrape the Service at scale, or use automated mechanisms to abuse or overload DenialTracker infrastructure.

Users may not falsely represent their identity, authority, affiliation, or right to process data.

DenialTracker may suspend or terminate access where we reasonably believe use of the Service presents a security, legal, payment, fraud, abuse, or operational risk.

11. Subscriptions and Paid Plans

Certain features of the Service require a paid subscription.

Available plans, prices, billing frequencies, promotional terms, introductory periods, and included features will be disclosed when the User enrolls.

DenialTracker may offer monthly subscriptions, annual subscriptions, or other plans from time to time.

Subscription prices displayed at enrollment are exclusive of taxes unless stated otherwise.

By beginning a paid subscription or a free introductory period that converts to a paid subscription, the User authorizes DenialTracker and its payment processor to charge the payment method provided in accordance with the offer disclosed at enrollment.

12. Free Trials and Introductory Periods

DenialTracker may offer free trials, free introductory periods, promotional access, discounted periods, or similar offers.

The duration and terms of an introductory offer may vary between Users, plans, promotions, or enrollment periods.

The specific duration of the offer and the recurring subscription price that will apply afterward will be disclosed at enrollment.

An introductory or promotional period may also serve as an early-access or product-validation period during which DenialTracker continues to test, validate, refine, and improve the Service. The availability of free or discounted access does not constitute a representation that the Service is error-free, complete, or suitable for reliance without independent review.

Unless otherwise stated at enrollment, a payment method may be required when an introductory period begins.

Where the offer is disclosed as automatically converting to a paid subscription, the User authorizes the applicable recurring subscription charge to begin automatically when the introductory period ends unless the User cancels before the first paid billing date.

No subscription charge is due during a fully free introductory period unless otherwise clearly disclosed.

DenialTracker may change the duration or availability of future introductory offers. Such changes will not retroactively alter an introductory period already granted to a User unless agreed to by the User.

Introductory offers may be limited to new customers or otherwise subject to eligibility restrictions.

13. Automatic Renewal

Paid subscriptions automatically renew at the applicable monthly, annual, or other recurring interval until canceled.

By maintaining a subscription, the User authorizes recurring charges to the payment method maintained through DenialTracker's payment processor.

Users are responsible for maintaining valid billing information.

If payment fails, DenialTracker may retry collection, restrict access, suspend the subscription, or terminate access in accordance with applicable billing settings and law.

14. Cancellation

Users may cancel their subscription at any time through the available billing management process.

Cancellation ordinarily takes effect at the end of the then-current paid billing period.

A User who cancels during an introductory free period before the first paid billing date will not be charged the recurring subscription fee, assuming cancellation is completed before that charge is initiated.

A User who cancels after a paid billing period has begun will ordinarily retain access through the end of that paid period.

Uninstalling the Add-on, deleting a spreadsheet, revoking Google permissions, or ceasing to use DenialTracker does not necessarily cancel a paid subscription. Subscription cancellation must be completed through the applicable billing management process.

15. Refund Policy

Except where required by law or expressly stated otherwise by DenialTracker in writing, subscription payments are non-refundable.

DenialTracker does not provide prorated refunds for unused portions of a monthly or annual billing period.

Cancellation stops future renewals but does not ordinarily reverse charges already incurred.

If DenialTracker voluntarily issues a refund, access associated with the refunded period may be terminated immediately or adjusted as appropriate.

16. Price and Plan Changes

DenialTracker may introduce new subscription plans, discontinue plans, change features associated with plans, or change prices.

Changes affecting an existing paid subscription will be communicated as required by applicable law and will apply prospectively rather than retroactively to charges already paid.

A User who does not wish to continue under a new recurring price may cancel before the new price becomes effective.

17. Beta, Experimental, and Pre-Release Features

DenialTracker may make beta, experimental, preview, early-access, product-validation, or pre-release functionality available from time to time. During these periods, the Service or certain features may still be undergoing testing, validation, refinement, or development.

Users acknowledge that such functionality may contain defects, produce incomplete or inaccurate results, experience interruptions, change without notice, or otherwise operate differently than intended. Users are responsible for independently reviewing DenialTracker outputs before relying on them for billing, coding, reimbursement, appeals, resubmissions, compliance, financial reporting, or other operational decisions.

An introductory free period may overlap with an early-access or product-validation period. The fact that access is offered free of charge, discounted, or scheduled to convert automatically to a paid subscription does not guarantee that the Service or any particular feature will be free from defects or operational limitations.

DenialTracker may modify, suspend, discontinue, or replace beta, experimental, early-access, or product-validation functionality at any time. The existence of an introductory free period does not necessarily mean every feature of the Service is experimental, and paid access following an introductory period remains subject to the accuracy, availability, warranty, and limitation-of-liability provisions in these Terms.

18. Third-Party Services

DenialTracker depends on third-party services, which may include Google Workspace, Google APIs, Stripe, Render, Webflow, internet infrastructure providers, clearinghouses selected by Users, and other services.

DenialTracker does not control these third parties.

The Service may be affected by third-party outages, API changes, rate limits, service restrictions, pricing changes, account configuration, security incidents, or discontinuation of third-party functionality.

DenialTracker is not responsible for the independent acts, omissions, policies, security practices, or service availability of third parties.

Use of third-party services may also be governed by separate terms and privacy policies between the User and the applicable third party.

19. User Data and Support Communications

Users retain ownership and control of their data stored in their Google Workspace environment.

DenialTracker does not acquire ownership of User 835 files, claim information, spreadsheets, or other User content merely because the Service processes that information.

Users should not send PHI, 835 files, patient names, claim records, screenshots containing patient information, or other sensitive healthcare information to DenialTracker support.

If DenialTracker receives PHI through a support request or other unintended channel, DenialTracker may delete the information, decline to process the request until sensitive information is removed, and instruct the User to provide a redacted version.

20. Data After Cancellation or Uninstallation

Cancellation or uninstallation of DenialTracker does not automatically delete files, spreadsheets, emails, or other information stored in the User's Google Workspace account.

Users remain responsible for managing and deleting their own Google Workspace data.

DenialTracker may retain limited non-PHI account, billing, transaction, security, support, and legal records as described in the Privacy Policy and as reasonably necessary for legitimate business and legal purposes.

21. Accuracy and User Review

DenialTracker is designed to assist with administrative workflows but does not guarantee that every 835 file, denial, adjustment, payment, payer response, procedure, status, or other data element will be identified, categorized, interpreted, or displayed correctly.

835 formats, payer practices, clearinghouse implementations, adjustment codes, and remittance conventions may vary.

Users are responsible for reviewing DenialTracker outputs against authoritative source records before relying on them for billing, appeals, resubmissions, reimbursement decisions, financial reporting, compliance, or other operational decisions.

DenialTracker does not guarantee recovery of reimbursement, payment of any claim, reversal of any denial, or a particular financial outcome.

22. No Professional Advice

DenialTracker is an administrative software tool.

The Service and DenialTracker website do not provide medical, legal, accounting, tax, coding, reimbursement, regulatory, HIPAA, financial, or professional compliance advice.

Information generated or displayed by the Service should not be treated as a substitute for review by appropriately qualified personnel.

Users remain responsible for their billing, coding, reimbursement, legal, and compliance decisions.

23. Service Availability

DenialTracker does not guarantee uninterrupted or error-free operation.

Availability may be affected by Google Apps Script limitations, Google Workspace outages, API quotas, third-party infrastructure, internet service, User configuration, maintenance, software defects, security events, or other circumstances.

DenialTracker may perform maintenance, make updates, or temporarily restrict functionality when reasonably necessary.

24. Changes to or Discontinuation of the Service

DenialTracker may modify, add, remove, replace, suspend, or discontinue features of the Service.

We may also change technical infrastructure, third-party providers, integrations, interfaces, or supported workflows where reasonably necessary for security, compliance, product development, or business operations.

We will use reasonable efforts to avoid materially disrupting paid Users without notice where practical, but no particular feature is guaranteed to remain available indefinitely unless expressly agreed in writing.

25. Intellectual Property

The Service, including DenialTracker software, source code, object code, documentation, workflows, visual designs, branding, logos, product names, website materials, interfaces, and other proprietary materials, is owned by DenialTracker LLC or its licensors and is protected by applicable intellectual property laws.

Except for the limited license expressly granted in these Terms, no ownership rights are transferred to Users.

26. Feedback

If a User voluntarily provides suggestions, ideas, recommendations, comments, or other feedback regarding DenialTracker, the User grants DenialTracker LLC a worldwide, perpetual, irrevocable, royalty-free, transferable, sublicensable license to use, reproduce, modify, incorporate, commercialize, and otherwise use that feedback without compensation or obligation to the User.

This provision does not grant DenialTracker ownership of User claim data, PHI, or other User content.

27. Suspension and Termination

DenialTracker may suspend or terminate access where reasonably necessary because of nonpayment, violation of these Terms, suspected fraud, abuse, unauthorized access, security risk, legal requirements, misuse of third-party services, or conduct that threatens DenialTracker, another User, or a third party.

Users may stop using the Service at any time, subject to the subscription cancellation provisions above.

Sections that by their nature should survive termination, including intellectual property, payment obligations already incurred, disclaimers, limitations of liability, indemnification, dispute resolution, and other accrued rights, will survive.

28. Disclaimer of Warranties

To the fullest extent permitted by applicable law, the Service is provided “as is” and “as available.”

DenialTracker LLC disclaims all warranties, representations, and conditions, express or implied, including implied warranties of merchantability, fitness for a particular purpose, title, non-infringement, accuracy, availability, and results.

DenialTracker does not warrant that the Service will be uninterrupted, error-free, secure against every possible threat, compatible with every 835 implementation, or suitable for every User’s particular workflow.

Some jurisdictions do not permit the exclusion of certain warranties, so portions of this section may not apply where prohibited by law.

29. Limitation of Liability

To the fullest extent permitted by applicable law, DenialTracker LLC and its owners, officers, employees, contractors, agents, affiliates, and licensors will not be liable for indirect, incidental, special, exemplary, punitive, or consequential damages, or for lost profits, lost revenue, lost business opportunities, lost goodwill, business interruption, loss of data, loss of reimbursement, or similar losses arising out of or relating to the Service.

To the fullest extent permitted by law, the total aggregate liability of DenialTracker LLC arising out of or relating to the Service or these Terms will not exceed the greater of one hundred U.S. dollars (\$100) or the amount paid or payable by the User to DenialTracker for the Service during the twelve months immediately preceding the event giving rise to the claim.

The limitations in this section apply regardless of the legal theory asserted and even if DenialTracker was advised of the possibility of the damages.

These limitations do not apply to liability that cannot lawfully be excluded or limited.

30. Indemnification

To the fullest extent permitted by law, the User agrees to defend, indemnify, and hold harmless DenialTracker LLC and its owners, officers, employees, contractors, agents, and affiliates from

third-party claims, liabilities, damages, judgments, losses, costs, and reasonable legal fees arising from the User's unlawful use of the Service, violation of these Terms, unauthorized processing or disclosure of information, infringement of third-party rights, or use of data that the User lacked authority to access or process.

DenialTracker will provide reasonable notice of a covered claim and reasonable cooperation in the defense.

DenialTracker may participate in the defense with counsel of its choosing at its own expense.

31. Dispute Resolution and Binding Arbitration

Please read this section carefully because it affects legal rights.

Except for matters eligible for small claims court and requests for temporary or preliminary injunctive relief concerning misuse of intellectual property, unauthorized access, or security threats, any dispute, claim, or controversy arising out of or relating to these Terms or the Service will be resolved by binding individual arbitration rather than by a lawsuit in court.

The arbitration will be administered by the American Arbitration Association under its applicable Commercial Arbitration Rules, unless the parties agree to another administrator or procedure.

The arbitration will be conducted by a single neutral arbitrator.

Unless the parties agree otherwise or applicable law requires otherwise, the arbitration will take place in New Hampshire or may be conducted remotely.

The arbitrator may award any individual remedy that would otherwise be available under applicable law, subject to the limitations contained in these Terms.

The arbitrator's decision will be final and binding and judgment on the award may be entered in a court of competent jurisdiction.

32. Class Action Waiver

To the fullest extent permitted by law, disputes between a User and DenialTracker must be brought on an individual basis.

Neither party may bring or participate in a class action, class arbitration, representative action, consolidated proceeding, or other proceeding in which one party seeks relief on behalf of unrelated third parties.

If this class-action waiver is determined to be unenforceable with respect to a particular claim or requested remedy, that claim or remedy will proceed in a court of competent jurisdiction to the extent required by law, while any remaining arbitrable claims will remain subject to arbitration.

33. Governing Law

These Terms and any dispute not subject to arbitration are governed by the laws of the State of New Hampshire, without regard to conflict-of-law principles, except to the extent federal law controls.

Subject to the arbitration provisions above, the parties consent to the jurisdiction of state and federal courts located in New Hampshire for disputes properly brought in court.

34. Force Majeure

DenialTracker will not be liable for delay, interruption, or failure to perform caused by circumstances beyond its reasonable control, including natural disasters, severe weather, fire, war, terrorism, civil unrest, labor disruptions, government action, widespread internet or telecommunications failures, third-party cloud outages, cyberattacks despite reasonable safeguards, or failure of critical third-party infrastructure.

35. Assignment

Users may not assign or transfer these Terms or their rights to use the Service without DenialTracker's prior written consent.

DenialTracker may assign these Terms in connection with a merger, acquisition, corporate reorganization, sale of assets, financing, or transfer of the Service or business.

36. Severability

If any provision of these Terms is determined to be invalid, illegal, or unenforceable, the remaining provisions will remain in effect to the fullest extent permitted by law.

37. Waiver

Failure by DenialTracker to enforce a provision of these Terms does not waive the right to enforce that provision or any other provision later.

38. Entire Agreement

These Terms, together with the Privacy Policy and any plan-specific or offer-specific terms presented at enrollment, constitute the entire agreement between the User and DenialTracker concerning the Service unless the parties enter into a separate written agreement.

If an offer-specific term directly conflicts with these Terms regarding pricing, billing frequency, or the duration of an introductory offer, the specific term disclosed at enrollment controls for that offer.

39. Changes to These Terms

DenialTracker may revise these Terms from time to time.

Material changes will be posted through the website, Service, email, or another reasonable method.

Changes will become effective on the date stated in the revised Terms.

Where applicable law requires additional notice or consent, DenialTracker will provide it.

Continued use of the Service after revised Terms become effective constitutes acceptance of those Terms to the extent permitted by law.

40. Contact

Questions regarding these Terms may be sent to:

DenialTracker LLC

Email: csnoke@denialtrackerapp.com

Website: <https://denialtrackerapp.com>