Question of the Month

October 2026

Question: Our practice locations are experiencing denials from Envolve. At first, it was just two doctors that we were having periodic denials on, and now we have received some for another doctor as well. There is no rhyme or reason it's happening at both locations now and with all doctors. We will have patients with the same exact plan being seen in the same office by the same doctor where some get paid, and others are denied. I have attached three separate EOB's from Envolve. We are not seeing the DNOMATCH denials like this for any other Medicaid products for the same time frame.

Our insurance department has spoken with numerous people at Envolve regarding these denial issues and keeps getting the runaround. Each call was noted under the same ticket number. The insurance department has also spoken with a supervisor at Mississippi Medicaid, who was supposed to look into things and call her back, but never did. I really appreciate your help looking into this issue. Our tax ID and NPI are listed on the sample EOB's. Please let me know if there is anything else you may need.

Response from Centene Vision (Envolve): The denials in question are the **DNOMATCH** denials.

> *Denied: Rendering and/or billing information does not match, or is missing from, the State Medicaid file. Claims will continue to deny until the discrepancy is resolved. Providers may contact Customer Service at (800) 531-2818 or visit www.envolvevision.com/notice for assistance.*

Based on the denial code, this appears to be a provider enrollment or demographic file mismatch rather than an eligibility or clinical adjudication issue.

With further research, Envolve determined that the sample claims were denied correctly. The office will need to verify that the billing NPI is associated with the correct taxonomy with the State of Mississippi, as the taxonomy currently on file does not match the state's records.

Envolve provided some additional tips to prevent this type of denial due to Medicaid registration reasons:

Billing NPI & Rendering NPI must both be registered for the program (CAN/CHIP)

- Provider should **always submit their rendering & billing taxonomy** on the claim, consistent with state registration. DOM Encounters edits require that they be able to locate a single record. In the first scenario below, the provider is not sending a billing taxonomy so we cannot get to a single match. Note two taxonomies available on the state file.
- Billing NPI & Rendering NPI must be affiliated with each other; claims will deny otherwise.
- Submitting **service location to match what is on the state file exactly**, including Zip + 4.