

Question of the Month September 2025

Question: We have started noticing an issue with Envolve trying to downcode our exams to level 2s. Even with their required medical co-morbidity, they have stopped paying level 4 and are trying to force us to file level 2 codes (92012) for our comprehensive exams. I know we've seen similar issues from them and other insurers but this is the first our clinic has dealt with it to my knowledge. We've changed our billing pattern as we can, but didn't know if you know of any other solutions or remedies. Any advice is appreciated. Here is one example. There are others we can pull.

For context this claim was billed:

92014 - H52.03 primary and H10.45 secondary

92015 - H52.03

Response: Per Envolve (Centene Vision): "We have a policy in MS that requires a medical diagnosis for comprehensive examinations. Could you please ask this doctor to resubmit this claim? On our end it was filed with H52.03 (primary) and H52.223 (secondary) - two refractive diagnoses and no medical diagnosis. It sounds like the provider intended to also submit a medical diagnosis (H10.45) here too. So, please resubmit with the medical diagnosis as the primary diagnosis so you can be paid correctly. You will need to submit for reconsideration or as a corrected claim.

Their policy is attached.