



Network Notification

Notice Date: August 26, 2025
To: Mississippi Medicaid Providers
From: TrueCare™
Subject: Front-End Claim Rejections
Effective Date: July 1, 2025

Summary

When submitting claims, ensure your provider information is accurate and matches your enrollment information on the Medicaid Enterprise System Assistance (MESA). If you or your clearinghouse submitted claims to TrueCare that were not reflected on your remittance advice (RA) or in your portal claims search, the issues you are experiencing may be caused by front-end rejections (such as incorrect or missing taxonomy submitted on the claim) or using an incorrect National Provider Identifier (NPI).

Front-End Claim Rejections

Front-end rejections are often due to administrative or technical errors in the initial claim submission. Some common causes include:

- NPI Billing/Rendering/Attending Provider ID not found on the Mississippi (MS) Provider Medicaid Enrollment (PME)
- Affiliation for MississippiCAN/CHIP claim not found for Provider ID on the MS PME
- Taxonomy not included on the claim and is needed to create a single match on the MS PME

NPI Rejections

TrueCare requires providers to submit the unique NPI, taxonomy combination, service address and zip + 4 for each service location to correctly process claims. If the group or facility enrollment has multiple locations and specialties, please ensure you are utilizing the correct NPI and/or taxonomy for each location, in addition to ensuring the NPI is active. Once you have updated this information, if needed, please resubmit your claim.

Affiliation Rejections

Please ensure that you have updated group/individual provider and program affiliations within MESA. Once you have updated this information, if needed, please resubmit your claim.

Single Match Not Found on MS PME

Providers must submit claims with the appropriate taxonomy code to avoid taxonomy-related claim denial error codes, such as not finding a single match on the MS PME.

If your claim did not have a taxonomy, the system could not accurately associate the claim with the uniquely enrolled service location. In these instances, please verify the taxonomy on your provider record and resubmit the claim with this missing or updated information.

Resolution

There are multiple ways to find the assigned taxonomy code or NPI that MESA has enrolled. It can be found on the top of the web portal screen after signing in. Additionally, resources are available on the Division of Medicaid (DOM) website to help look up the new MESA Provider ID. Access the [Lookup Tool](#).

Questions?

If you have any questions or concerns, please contact Provider Services at **1-833-230-2174**, Monday through Friday, 7:30 a.m. to 5:30 p.m. Central Time (CT).

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