

Provider Bulletin

News and Information



Sept. 22, 2025

Partnership with ClarisHealth for data mining and audits

UCare partners with ClarisHealth to perform post-payment claim audits to optimize payment accuracy across provider claim submissions. ClarisHealth specializes in data mining and claim review to identify and recover funds from incorrectly coded or billed claims, and claims that don't adhere to published Centers for Medicare and Medicaid Services (CMS) and the Department of Human Services (DHS) standards and guidance.

UCare provides ClarisHealth data to review against coding and regulatory standards. If a claim was billed incorrectly during the review, ClarisHealth sends a letter to the billing provider detailing the discrepancy. The letter will not include the UCare logo, but will include the following contact information:

ClarisHealth

Attention: Dispute Unit
7100 Commerce Way, Ste. 290
Brentwood, TN 37027
Fax: 615-345-4732
Email: appeals@clarishealth.com (please send secure)

Providers have 45 days from date of letter to refute the rationale through ClarisHealth or send a corrected claim to UCare. For claims that remain incorrect, UCare will recoup the claims.

Providers who receive a letter should work directly with ClarisHealth to dispute the initial findings. Those who do not work with ClarisHealth or do not submit a correct claim will have their claims recouped and will need to follow UCare's claim reconsideration process to appeal the decision.