

Provider Bulletin

News and Information



October 20, 2025

Partnership with Nokomis Health for claim audits

UCare partners with Minnesota-based Nokomis Health to perform post-payment claim audits to ensure accuracy across claim submissions. Nokomis Health is dedicated to supporting health plans in identifying potential claims submission errors.

UCare provides Nokomis Health claims data to review against coding and regulatory standards. If Nokomis sees outlier billing patterns related to these standards as compared to other UCare providers, Nokomis will request medical records to review the documentation against the codes submitted on the claim. If medical records do not substantiate coding on the submitted claim, UCare will reprocess the claim. This could result in either a denial of service or a reduction in rates.

Nokomis will contact providers directly for medical records (note that the letter will not include the UCare logo). Following is the Nokomis contact information:

Nokomis Health, Inc.
206 N 1st Street
Minneapolis, MN 55401-1044
Telephone number: 612-825-2342
Fax number: 612-825-2344
Email: records@nokomishealth.com

Providers have 45 days to respond to the medical record request. Those providers who do not work with Nokomis on the medical record review will have their claims reprocessed according to the Nokomis findings. Providers can submit an appeal directly to Nokomis. Nokomis will review the appeal/grievance and respond to UCare with a determination. UCare will then process the appeal in the usual way.