

PERM Medical Records Review has begun!

Payment Error Rate Measurement (PERM) is a federal review of each state's Medicaid payments to measure billing and eligibility related errors. Groups of 17 states are measured every 3 years on a staggered review schedule. Alaska providers did an outstanding job of responding to the 2008 PERM review in which we had the lowest error rate of the 17 Cycle 3 states reviewed for federal fiscal year 2008 (Oct. 1, 2007 to Sept. 30, 2008.) The average error rate for this group was 8.71%; Alaska's rate was 0.59%. We hope to continue this trend for the current PERM review!

The medical records review portion of the 2011 PERM review has begun. Medical records are being requested from providers with claims in the PERM sample. These providers will be contacted by a customer service representative (CSR) from the PERM review contractor A+ Government Solutions. CSR's will provide direction on the medical records review and how to submit required medical documentation. A letter will also be sent to providers with claims in the sample. A draft copy of this letter can be found at: http://www.cms.gov/PERM/Downloads/I_R_L.pdf

If you receive a request for records from A+ Government Solutions, please note the following: **FAILURE TO PROVIDE COMPLETE AND ACCURATE DOCUMENTATION WITHIN THE SPECIFIED TIME PERIOD WILL RESULT IN AN ERROR AND PAYMENTS FOR ANY CLAIMS FOUND TO BE IN ERROR WILL BE RECOVERED BY THE MEDICAID PROGRAM.** To avoid errors and resulting recoupment, please ensure that PERM medical records requests are responded to accurately and timely.

CMS has scheduled 3 Provider Education calls thru November 2, 2011. Please plan to attend at least one of these calls. Each call will be held from 11:00am to 12:00pm Alaska Standard Time:

	Call-in Number	Call-in PIN	Webinar Link
October 19, 2011	1-877-267-1577	2992	https://webinar.cms.hhs.gov/perm3web2/
October 26, 2011	1-877-267-1577	4940	https://webinar.cms.hhs.gov/perm3web3/
November 2, 2011	1-877-267-1577	1569	https://webinar.cms.hhs.gov/perm3web4/

- For help with best practices and tips on how to avoid errors in your PERM medical records request submissions, please carefully review this CMS provider overview information: http://www.cms.gov/PERM/Downloads/Provider_Overview.pdf
- CMS offers a useful FAQ to providers regarding the PERM medical records review: http://www.cms.gov/PERM/Downloads/PE_FAQ.pdf
- Please check the PERM provider page frequently for updates to regularly scheduled educational webinars, contacts and other valuable information: http://www.cms.gov/PERM/07_Providers.asp#TopOfPage

Provider response is a key element to the final error rate percentage for each state's Medicaid program. Let's make sure that Alaska is number one again! The Medicaid program appreciates the time and effort that it takes to ensure that quality and timely information is returned to the PERM review contractor. Thank you!