



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
New Hampshire Medicaid Program

March 1, 2022

PAYMENT ERROR RATE MEASUREMENT (PERM) AUDIT

What is Payment Error Rate Measurement (PERM) audit?

The PERM Audit is designed to measure improper payments in the Medicaid and CHIP programs, as required by the Improper Payments Information Act (IPIA) of 2002 (amended in 2010 by the Improper Payments Elimination and Recovery Improvement Act or IPERA, and the Improper Payments Elimination and Recovery Improvement Act of 2012 IPERIA). The improper payment rates are based on reviews of the Fee-for-Service (FFS), managed care, and eligibility components of Medicaid and CHIP in the year under review

Beginning in April 2022, the Center for Medicare and Medicaid Services (CMS) will be starting the New Hampshire PERM review of NH Medicaid claims and provider enrollment.

Responding to PERM Documentation Requests

Providers will be receiving medical document request from the CMS PERM contractor, NCI Information System, Inc. starting in April 2022. Providers must submit the requested information by the due date noted on the request. Please note that it will be the responsibility of the billing provider identified on the claim to ensure that all supporting medical records, from the provider who rendered a Medicaid covered service for which the claim payment under review was requested, is submitted in a timely manner.

Provider Training

PERM is planning to host provider education webinars for providers in April 2022. The purpose is to offer educational opportunities to Medicaid providers to enhance understanding of the specific provider responsibilities during the PERM audit.

The following topics will be featured in the presentation:

- The PERM process and provider responsibilities during a PERM review
- Recent trends, frequent mistakes, and best practices
- The Electronic Submission of Medical Documentation, esMD program

Mark Your Calendars

Listed below are the 3 dates and times that webinars will be offered. Please note all three webinars will consist of the same information covering the topics mentioned above. The webinar sessions will be recorded and one of the sessions will be uploaded to the PERM website.

- 1) Tuesday 4/12, 1pm-2pm

2) Wednesday 4/13, 3pm-4pm

3) Thursday 4/14, 3pm-4pm

Links to the webinars will be provided in a separate bulletin closer to the webinar dates.

Questions

Providers that have questions following the webinars or throughout the PERM audit can send them to the PERM Contractor's email address at PERMRC_Providerinquiries@nciinc.com.