

# PROVIDER BULLETIN

No. 16-19

DATE: July 18, 2016

TO: Nebraska Medicaid, CHIP, HCBS Waiver and PAS Providers

FROM: Calder Lynch, Director   
Division of Medicaid & Long Term Care

BY: Betsie Steenson, Program Integrity  
Division of Medicaid & Long-Term Care

RE: Payment Error Rate Measurement (PERM) Update

**Please share this information with administrative, clinical, and billing staff.**

The purpose of this bulletin is to inform providers about the Payment Error Rate Measurement (PERM) review and their responsibilities if a claim they submitted is sampled for review.

The Centers for Medicare and Medicaid Services (CMS) is conducting the PERM review to assess the occurrence of improper payments in Medicaid and the Children's Health Insurance Program (CHIP) in accordance with the Improper Payments Information Act (IPIA) of 2002, the Improper Payments Elimination and Recovery Act (IPERA) of 2010 and the Improper Payments Elimination and Recovery Improvement Act (IPERIA) of 2012.

In order to conduct this review, CMS has retained two contractors, The Lewin Group and CNI Advantage. The Lewin Group will select a random sample of approximately 2,000 claims to be reviewed. The sample will be selected from all claims paid by Nebraska Medicaid from October 1, 2015 through September 30, 2016. The sampled claims that will require medical records to be submitted are fee-for-service claims, not claims submitted to Managed Care Organizations for payment. Since claims will be sampled randomly, some providers may have more than one service selected for a medical review. There will also be providers who do not have any claims selected.

Once claims have been sampled for review, CNI Advantage will contact providers requesting medical records. The initial contact may be in the form of a telephone call to confirm the mailing address or fax number to which the formal request should be

sent. All medical record requests will be made by letter and state clearly that the request is for PERM. Records will be due to CNI Advantage within 75 calendar days of the initial request. During this timeframe, reminder phone calls and written requests will be sent until records are received.

If documentation submitted in response to the record request is illegible or insufficient to support the claim, additional record requests will be sent to the provider. These requests will also have specified timeframes to respond. All records requests will have the date by which records must be returned on the request letter. If a claim is found in error because documentation has not been submitted to CNI Advantage, or because the documentation is insufficient to support the billed service, a refund will be requested from the provider for that service.

CMS will be hosting provider education webinars/calls about the PERM review. The calls will be held from 2:00 – 3:00 pm Central Standard Time and can be joined by calling 1-877-267-1577. These webinars/calls can be attended with the following information:

Date	Meeting Number	Website
July 19, 2016	997 909 667	<a href="https://meetings.cms.gov/orion/joinmeeting.do?MeetingKey=997909667">https://meetings.cms.gov/orion/joinmeeting.do?MeetingKey=997909667</a>
July 27, 2016	999 454 534	<a href="https://meetings.cms.gov/orion/joinmeeting.do?MeetingKey=999454534">https://meetings.cms.gov/orion/joinmeeting.do?MeetingKey=999454534</a>

To attend one of these meetings, call the provided number and follow the instructions given on the line. When prompted, enter the meeting number that corresponds to the date that you are attending. If you would like to attend via the web conference in addition to calling, click on the website link for the date you are attending. If requested, enter your name and email address. If asked, the meeting does not require a password. Click “Join” and follow the instructions on your screen. In order to hear the audio presentation, you must call in by phone.

If you have questions that are not addressed in the call, please send them to the dedicated CMS PERM Provider email address at [PERMProviders@cms.hhs.gov](mailto:PERMProviders@cms.hhs.gov) or contact Nebraska’s PERM Representatives, Betsie Steenson ([Betsie.Steenson@nebraska.gov](mailto:Betsie.Steenson@nebraska.gov), 402-471-9353) or Jennifer Barber ([Jennifer.Barber@nebraska.gov](mailto:Jennifer.Barber@nebraska.gov), 402-471-0800). You can also learn more about PERM at the CMS website: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicaid-and-CHIP-Compliance/PERM/index.html?redirect=/PERM/>.

With Health Insurance Portability and Accountability Act (HIPAA) privacy laws, many providers are concerned about the validity of documentation requests. If you receive a request for records and are uncertain if the request is valid, please contact the Nebraska Medicaid Program Integrity unit for confirmation. Please use this email: [DHHS.MedicaidProgramIntegrity@nebraska.gov](mailto:DHHS.MedicaidProgramIntegrity@nebraska.gov) or call 402-471-8359.