



STATE OF NEW HAMPSHIRE  
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

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**To:** NH Medicaid Enrolled Providers  
**From:** NH Division of Medicaid Services  
**Date:** November 9, 2022  
**Subject:** Payment Error Rate Measurement (PERM) Audit Reminders

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## 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) started the New Hampshire PERM review of NH Medicaid claims and provider enrollment.

## Responding to PERM Documentation Requests

Providers are already receiving medical document requests from the CMS PERM contractor, NCI Information System, Inc. Providers **must** comply with any documentation request from a PERM auditor and submit the requested information by no later than 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 are submitted in a timely manner.

DHHS staff will be reaching out to providers to ensure the requests have been received by the correct provider staff and that requests are being processed. DHHS appreciates the time and effort from the providers in obtaining records and responding to these requests.

## Recovery of Funds

Providers who do not submit the requested documentation or submit documentation that is not for the date of service, will have the funds recovered by DHHS at the end of the PERM audit. Also, if it is determined, based on the documentation and rules, that the provider incorrectly or improperly billed, then DHHS will recover the funds from the provider at the end of the PERM audit.

## Concerns

If you are concerned that a request may not be from a PERM auditor or you would like to confirm that a request is from a PERM auditor, please contact Lisa Merrill at 603-271-9627.

## Questions

Providers that have questions at any time throughout the PERM audit can send them to the PERM Contractor's email address at PERMRC\_Providerinquiries@nciinc.com.

### For more information about PERM:

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Improper-Payment-Measurement-Programs/PERM>