

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT2020113    OCTOBER 15, 2020

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## **IHCP announces review year 2021 CMS PERM resumes activity**

The Indiana Health Coverage Programs (IHCP) announced in *IHCP Bulletin BT201941* that the Review Year 2021 (RY2021) Centers for Medicare & Medicaid Services (CMS) Payment Error Rate Measurement (PERM) would start in the fall of 2019. Due to the national public health emergency for the coronavirus disease 2019 (COVID-19), CMS halted all activities related to PERM on April 2, 2020. On August 11, 2020, the CMS announced it was resuming all PERM-related activities. The *Improper Payments Information Act of 2002* requires providers to submit selected medical record documentation to federal contractors during the RY2021 PERM cycle.



The review cycle for RY2021 will review payments made July 1, 2019 – June 30, 2020. **Providers can expect to begin receiving medical record (MR) requests as early as October 2020.** Only providers that have a claim selected in the sample for a service rendered to a Medicaid or Children’s Health Insurance Program (CHIP) recipient will receive MR requests. The review contractor (RC), NCI, will contact the provider directly for a copy of the provider’s medical records to support the medical review of the claim.

The first step of NCI record requests begins with verifying providers’ contact information. It is crucial that providers ensure that their enrollment information with the IHCP is up to date. Providers can view and update this information using the **Provider Maintenance** link in the [IHCP Provider Healthcare Portal](#), accessible from the home page at [in.gov/medicaid/providers](http://in.gov/medicaid/providers). For more information about updating provider information, see the [Update Your Provider Profile](#) page at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

### **Medical record request process**

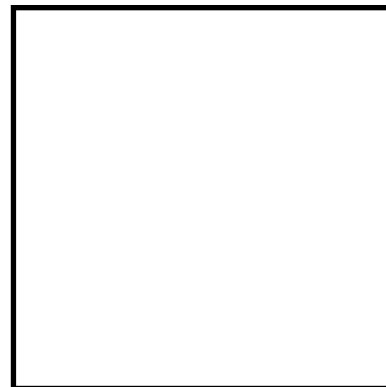
The initial MR request packet sent to providers will include the following:

- CMS letter (authority to request records)
- PERM fax cover sheet with a specific list of requested documentation (unique to each claim category)
- Claim summary data for specific claim sampled
- Medical record submission options and instructions

After receipt of the initial request packet, the provider must submit supporting medical records within 75 calendar days. NCI and State staff will follow up with the provider at regular intervals to ensure the requested information is submitted on time. Please be aware that patient authorization to release documentation is not required. Providers will not receive reimbursement for responding to a PERM request for medical records. Any incomplete documentation requests made by the RC have a 14-calendar-day deadline for submission of the requested additional documentation.

Past results have shown that the primary cause for errors during the medical record review is when providers submit insufficient or no documentation. Accordingly, the Indiana Family and Social Services Administration (FSSA) requests that providers submit complete information before the 75-day deadline. If providers receive an incomplete documentation request from the RC, they must complete the information before the 14-day deadline.

If the RC does not receive documentation requested from providers before the deadline, it is considered an error against the State’s Medicaid or CHIP program. State staff will follow up with the provider at regular intervals to ensure the requested information is submitted on time.




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***If federal financial participation (FFP) is disallowed for a claim, or a portion of the claim, due to a lack of records from the provider, that amount will be recouped from the provider.***

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**Contact information**

FSSA encourages providers to communicate with the RC and the Office of Medicaid Policy and Planning (OMPP) PERM Team.

The State of Indiana OMPP PERM Team can be reached at:

**FSSA Office of Medicaid Policy and Planning**  
**Indiana Medicaid PERM Project**  
**402 W. Washington Street, Room W374**  
**Indianapolis, IN 46204**  
**Telephone: 1-800-457-4515, Option 8**  
**Email: [PERM@fssa.in.gov](mailto:PERM@fssa.in.gov)**

**Additional information on PERM**

The IHCP has posted a prerecorded webinar on PERM, presented by the OMPP PERM team, to educate providers on the RY2021 PERM audit. The prerecorded webinar is available on the [IHCP Live](#) page at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

**QUESTIONS?**

If you have questions about this publication, please contact Customer Assistance at 1-800-457-4584.

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