



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

Med-QUEST Division
Finance Office
P.O. Box 700190
Kapolei, Hawaii 96709-0190

October 19, 2011

MEMORANDUM

ACS M11-11

TO: Fee-For-Service Providers and Children's Health Insurance Program Providers

FROM: Kenneth S. Fink, MD, MGA, MPH *KF*
Med-QUEST Division Administrator

SUBJECT: PAYMENT ERROR RATE MEASUREMENT (PERM) PROVIDER EDUCATION CALLS BY CENTERS FOR MEDICARE AND MEDICAID SERVICES (CMS)

This is an update to the memo (ACS M10-13) sent out by the Med-QUEST Division on October 26, 2010 on the upcoming PERM review. As noted in our previous memo, all Fee-For-Service (FFS) providers and Children's Health Insurance Program (CHIP) providers are subject to the PERM review by contractors selected by the CMS. CMS will be hosting PERM provider education webinar/listening sessions. The purpose of the webinar/listening session is to educate FFS and CHIP providers about PERM and their specific responsibilities during the PERM process.

Please refer to the attachment, Provider Education Webinar/Conference Call for details and call in information on the PERM provider education sessions.

Attachment

The Centers for Medicare & Medicaid Services (CMS) is hosting a PERM Provider education Webinar/Listening Session to provide an opportunity for the providers of the Medicaid and Children's Health Insurance Program (CHIP) communities in the Cycle 3 (FY2011) States. There are two webinars available to select from, **Wednesday, October 26, 2011 or November 2, 2011** at 3: 00pm to 4:00pm, EST, details are below.

The Payment Error Rate Measurement (PERM) program 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 Act or IPERA). The purpose of this webinar/listening session is to educate Medicaid and CHIP providers about PERM and their specific responsibilities during the PERM process.

Webinar/Listening Session participants will learn from PERM related presentations such as;

- An overview of the PERM Program
- The PERM process and provider responsibilities during a PERM review
- The medical records/service records request letter
- Frequent mistakes and best practices

The following materials will be discussed and are available on the PERM Providers page of the CMS Website, <http://www.cms.gov/PERM/>.

- PERM Overview for Providers
- Sample medical records/service records request letter

To join the **PERM Cycle 3 Provider Education Webinar/Listening Session:**

October 26, 2011 call Participants dial **1-877-267-1577**, Enter Meeting ID: **4940**

November 2 , 2011 call Participants dial **1-877-267-1577**, Enter Meeting ID: **1569**

There will be a limited number of lines available.

To join the webinar:

<https://webinar.cms.hhs.gov/perm3web4/>

If you have never attended a Connect Pro meeting before:

Test your connection: https://webinar.cms.hhs.gov/common/help/en/support/meeting_test.htm

Get a quick overview: http://www.adobe.com/go/connectpro_overview

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There will be time available for Q&A's through the webinar however; CMS encourages all participants to submit questions in advance to our designated PERM Provider email address at; PERMProviders@cms.hhs.gov or, you may also contact **your** State PERM Representatives with any questions and for information about education and training.

Information for upcoming Webinar/Listening Sessions can be found on the Providers page at Please check the CMS Website and PERM Provider's page for upcoming Cycle 3 Provider Education Webinars and updates at; <http://www.cms.gov/PERM/>.