

## WHAT IS PAYMENT ERROR RATE MEASUREMENT (PERM)?

The PERM program is a Federal program designed to measure improper payments in the Medicaid and CHIP programs, as required by the Improper Payments Information Act of 2002 (IPIA; Public Law 107-300). The purpose of the Perm Provider Education conference call is to educate all Medicaid (**dental & medical**) providers about PERM and their specific responsibilities during the PERM process.

The Centers for Medicare & Medicaid Services (CMS) is hosting a PERM Provider Education Conference Call to provide an opportunity for live dialogue between CMS and the Medicaid provider community in the States of *Colorado, California, Massachusetts, and Rhode Island*. The call will be held **Wednesday, August, 11, 2010** from **11:00am to 12:30pm**, PDT, details follow.

### Provider Forum:

Participants will learn from the following PERM related presentations:

- An overview of the PERM program: The PERM process and what you may be required to do during a PERM review.
- The documentation request letter: What are your responsibilities when the documentation request letter is received?
- The follow up schedule and the requirements.
- Frequent mistakes and best practices.

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

- PERM 101 for Medicaid (**dental & medical**) Providers
- Sample document request letter

### Joining the conference:

1. In the 10 minutes prior to the call's start time, call lines will be available by calling the **Participant Dial-In Number: \*US/Canada Dial-in # (800) 603-1774. Your conference ID # is 87759280.**
2. Please provide the following participant information that will include the following:

**State            Organization            # of persons in the room**

3. Provide the Operator with the Conference ID number.
4. Helpful keypad commands:
  - \*0 – Operator Assistance
  - \*5 – Group Mute/Unmute
  - \*6 – Self Mute/Unmute
  - \*7 – Lock conference to additional participants

Encore which is a digital recording of the conference is available for this call and will be available for replay two hours after the call's completion. You will also be able to access the conference replay **8/11/10 15:30 EST through 8/13/10 23:59 EST** by dialing the Encore **Dial In Number, (800) 642-1687.**

There will be time available for Q&A's however; CMS encourages you submit your questions in advance to our designated PERM provider email address at: [PERMProviders@cms.hhs.gov](mailto:PERMProviders@cms.hhs.gov). You may also contact **your** State PERM Representatives with questions and/or for information about educational and training events in your area.

For **Colorado** Providers: [Vivian.Tran@state.co.us](mailto:Vivian.Tran@state.co.us)

For **California** Providers: [PERM@dhcs.ca.gov](mailto:PERM@dhcs.ca.gov) Contact: Kerri Arndt

For **Massachusetts** Providers: [David.Kerrigan@MassMail.state.ma.us](mailto:David.Kerrigan@MassMail.state.ma.us)

For **Rhode Island** Providers: [RRacca@dhs.ril.gov](mailto:RRacca@dhs.ril.gov)

Please check the CMS Website's PERM Provider page regularly for additional Provider Education information and updates at <http://www.cms.gov/PERM/>.