

Subject: Reminder to Providers to Update Provider Information in PROMISe™/ePEAP in Preparation for the 2019 Payment Error Rate Measurement (PERM) Initiative  
Banner Date: June 1, 2018 through July 31, 2018  
Cycles: 49, 50, 51, 52, 01, 02, 03, 04, 05  
Provider Type: All

**Subject: Reminder to Providers to Update Provider Information in PROMISe™/ePEAP in Preparation of the 2019 Payment Error Rate Measurement (PERM) Initiative**

It is essential that providers routinely update their contact information in PROMISe™. The Pennsylvania Department of Human Services (Department) Office of Medical Assistance Programs is part of the Centers for Medicare and Medicaid Services (CMS) Review Year (RY) 2019 PERM Initiative. The Initiative will be conducted during the 2018 State fiscal year and encompasses provider claims that were paid or denied from July 1, 2017 through June 30, 2018.

If your service claim(s) is/are selected for review, the CMS contractor staff from Chickasaw Nations Industries (CNI) will be contacting you, the provider, using your contact information in PROMISe™ in order to obtain copies of medical records and supporting documentation for the selected claim review. To avoid the potential for medical record errors in the RY2019 PERM Initiative and subsequent claim adjustments, please take time now to update your provider information in PROMISe™, including address(es) and telephone number(s).

To change a service location address if the provider has moved or for information about changing Provider Legal Entity and Service Location(s):

<https://www.dhs.pa.gov/providers/Providers/Pages/PROMISe-Enrollment.aspx>

Provider mail-to, pay-to, and home office information can be updated through the Department's PROMISe™ Provider Portal by selecting the ePEAP tab. An instruction guide can be found at:

<https://promise.dpw.state.pa.us/promisehelp/manuals/PROMISeProviderInternetUserManual.pdf>

Providers can anticipate receiving medical record requests from CNI beginning in June or July of 2018.