



PROVIDER QUICK TIPS

#254

Payment Error Rate Measurement (PERM) Initiative for RY 2025

It is essential that providers routinely update their contact information in PROMISe™.

The Pennsylvania Department of Human Services (Department) Medical Assistance Program is part of the Centers for Medicare and Medicaid (CMS) Review Year (RY) 2025 PERM Initiative. The Initiative will be conducted during the 2024 State fiscal year and encompasses provider claims that were paid or denied from July 1, 2023 through June 30, 2024.

If your service claim(s) is/are selected for review, the CMS contractor staff from Empower AI, Inc. 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 RY2025 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™ Internet 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 Empower AI, Inc. starting in June or July of 2024.

PROVIDER INFORMATION

The CMS website for PERM contains information about the PERM audit process under the Provider Link located on the left side of the page. Pennsylvania is part of the Cycle 1 states. www.cms.gov/PERM

A link to PERM information specific to PA is located on the Department website at.

<https://www.dhs.pa.gov/providers/Providers/Pages/PERM.aspx>

Thank you for your service to our MA recipients.
We value your participation.
Check the department's website often at: www.dhs.pa.gov

