

**From:** Glass, Anne <aglass@usf.edu>  
**Sent:** Monday, August 19, 2019 10:20 AM  
**To:** Glass, Anne <Anne.Glass@fldoe.org>  
**Subject:** FW: RY 2021 Payment Error Rate Measurement (PERM) for Florida

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Florida Department of Education  
850-245-7838



Please note that Florida has a very broad public records law. Most written communications to or from state officials are public records available to the public and media upon request.

**From:** State of Florida Agency for Health Care Administration <[Medicaid\\_Alert@ahca.myflorida.com](mailto:Medicaid_Alert@ahca.myflorida.com)>  
**Reply-To:** "[Medicaid\\_Alert@ahca.myflorida.com](mailto:Medicaid_Alert@ahca.myflorida.com)" <[Medicaid\\_Alert@ahca.myflorida.com](mailto:Medicaid_Alert@ahca.myflorida.com)>  
**Date:** Tuesday, August 13, 2019 at 8:43 AM  
**To:** "Glass, Anne" <[aglass@usf.edu](mailto:aglass@usf.edu)>  
**Subject:** RY 2021 Payment Error Rate Measurement (PERM) for Florida

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# FLORIDA MEDICAID

*A Division of the Agency for Health Care Administration*

## Florida Medicaid Health Care Alert

August 13, 2019

### Provider Type(s): All

### **RY 2021 Payment Error Rate Measurement (PERM) for Florida**

The Payment Error Rate Measurement (PERM) program measures improper payments in Medicaid and CHIP and produces error rates for each program. The Centers for Medicare and Medicaid Services developed this program to comply with the Improper Payments Information Act (IPIA) of 2002 (amended in 2010 by the Improper Payments Elimination and Recovery Act or IPERA) and related guidance issued by the Office of Management and Budget.

The PERM error rates are based on reviews of the fee-for-service (FFS), managed care, and eligibility components of Medicaid and Children's Health Insurance Program (CHIP) in the reporting year (RY) under review. It is important to note the error rate is not a "fraud rate" but simply a measurement of payments made that did not meet statutory, regulatory or administrative requirements. 2008 was the first year in which CMS reported error rates for each component of the PERM program.

AdvanceMed is a federal contractor who will be reviewing medical records for a sample of claims in the RY 2021 PERM project. If a claim from your office is selected for review, an AdvanceMed representative will contact you to request all medical records pertaining to the sampled claim. Records must be submitted to them within seventy-five (75) calendar days from the date you are contacted. If you are noncompliant with the medical records request, your claim will be forwarded to Medicaid Program Integrity (MPI) for further review.

The Agency for Health Care Administration (the Agency) reminds all providers receiving reimbursement through the Medicaid fee-for-service delivery system that they must comply with all requirements in general and service-specific Florida Medicaid handbooks and policies. Florida Medicaid coverage policies are located on the Agency's Florida Medicaid Web Portal.

Providers must report address changes and any change in their managing employees in accordance with their Medicaid Provider Agreement and the Florida Medicaid Provider General Handbook to ensure accurate communication and prompt payment for services rendered.

If you have changed your address or telephone number and have not updated your information with the Agency, this is a good opportunity to do so. Registered Providers can verify their addresses of record by calling the Medicaid Provider Enrollment Call Center at 1-800-289-7799 and selecting Option 4. Registered providers must submit address changes to:

Florida Medicaid Provider Enrollment  
P.O. Box 7070  
Tallahassee, FL 32314-7070

Be on the lookout for upcoming webinars and provider trainings that will be available as we get into the PERM cycle.

The webinar training will provide an overview of the PERM program. Focus topics will include previous errors identified under PERM and preparing Florida Medicaid and CHIP Providers for the upcoming medical records requests during RY 2021.

For PERM related inquiries, providers can send questions to [FL\\_PERM@ahca.myflorida.com](mailto:FL_PERM@ahca.myflorida.com)

For further information on PERM, please visit <http://ahca.myflorida.com/medicaid/perm/index.shtml>

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**QUESTIONS?** [FLMedicaidManagedCare@ahca.myflorida.com](mailto:FLMedicaidManagedCare@ahca.myflorida.com)  
**COMPLAINTS OR ISSUES? ON LINE** <http://ahca.myflorida.com/Medicaid/complaints/> | **CALL** 1-877-254-1055

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