



Payment Error Rate Measurement (PERM) Program
Office of Financial Management
Program Integrity Group
7500 Security Blvd
Baltimore, MD 21244

PERM DOCUMENTATION & DATABASE CONTRACTOR

The Documentation & Database Contractor (DDC) for Payment Error Rate Measurement Program (PERM) has 3 main responsibilities, they are:

1. Collecting state Medicaid and SCHIP fee-for-service policies and fee schedules;
2. Collecting and formatting state claims data; and
3. Request and receipt of documentation to support claims.

Collecting State Medicaid and SCHIP Fee-for-Service Policies and Fee Schedules

The DDC collects from each state the policies that govern its Medicaid and SCHIP programs. To accomplish this, the DDC downloads rules & regulations, manuals, bulletins, updates, fee schedules and other documents from each state's website, then adds documents supplied by the state until the DDC has all relevant policies and have the state confirms the completeness of the policies collected. The DDC makes the state policies available to the Review Contractor (RC) for use in conducting medical record reviews of sampled claims. Updates to these policies are collected quarterly and made available to the RC.

Formatting State Claims Data

The DDC receives the identified sampling units from the Statistical Contractor and communicates with each state to populate the details for these claims. All sampled claims details are mapped to a standard format for use by the RC and for use in the DDC's tracking system for requesting documentation from providers to support the claims.

Requesting and Collecting Documentation to Support Claims

The data supplied by the state is used to request documentation from the identified providers to support payment of the claims under review. The DDC contacts providers by telephone and faxes request letters to the verified point of contact. Providers have 60 days to comply with the initial request for documentation. Follow-up contacts and requests are made at 15th and 35th days for documentation not received within these timeframes.

The DDC also initiates requests for additional information, as requested by the RC. If the reviewer determines that additional documentation is required to fully determine proper payment according to state policy, the provider is given 15 days to provide the additional documentation needed.

The DDC provides a documentation website that will be available for states to monitor the status of the records request and receipt within their own state. The website can be accessed through a link on the main PERM website.