



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

New Hampshire Medicaid Program

To: NH Medicaid Enrolled Providers
From: NH Division of Medicaid Services
Date: January 8, 2025
Subject: Payment Error Rate Measurement (PERM) Audit Reminders

What is Payment Error Rate Measurement (PERM) audit?

The PERM Audit is designed to measure improper payments in the Medicaid and CHIP programs, as required by the Improper Payments Information Act (IPIA) of 2002 (amended in 2010 by the Improper Payments Elimination and Recovery Improvement Act or IPERA, and the Improper Payments Elimination and Recovery Improvement Act of 2012 IPERIA). The improper payment rates are based on reviews of the Fee-for-Service (FFS), Medicaid payments to managed care, and eligibility components of Medicaid and CHIP in the year under review.

Beginning in April 2025, the Center for Medicare and Medicaid Services (CMS) will start the New Hampshire PERM review of NH Medicaid claims and provider enrollment.

Responding to PERM Documentation Requests

Providers will start to receive medical document requests from the CMS PERM contractor, Empower AI, Inc. in April. Provider will continue to receive requests through April 2026. Providers must comply with any documentation request from a PERM auditor and submit the requested information by no later than the due date noted on the request. Please note that it will be the responsibility of the billing provider identified on the claim to ensure that all supporting medical records are submitted in a timely manner.

DHHS staff will be reaching out to providers when a request is over 30 days outstanding to ensure the requests have been received and are being processed. DHHS appreciates the time and effort from the providers in obtaining records and responding to these requests.

Recovery of Funds

Providers who do not submit the requested documentation or submit documentation that is not for the date of service, will have the funds recovered by DHHS at the end of the PERM audit. Also, if it is determined, based on the documentation and rules, that the provider incorrectly or improperly billed, then DHHS will recover the funds from the provider at the end of the PERM audit.

Concerns

If you are concerned that a request may not be from a PERM auditor or you would like to confirm that a request is from a PERM auditor, please contact Lisa Merrill, DHHS PERM Liaison, at 603-271-9627.

Questions

Providers that have questions at any time throughout the PERM audit can send them to the PERM Contractor's email address at "PERMRC_Providerinquiries@nciinc.com".

Additional PERM Information

For more information about PERM you can go to [Providers | CMS](#) and you can also watch a PERM Overview for Provider video at [PERM Overview for Providers Webinar](#)