



UPDATE: Payment Error Rate Measurement (PERM) Arkansas Medicaid Corrective Action Plan

In the very near future, a representative from NCI, Inc, a contractor for CMS, may request copies of medical records as part of the Payment Error Rate Measurement (PERM) program. The purpose of the PERM program is to measure and report a national improper payment rate for Medicaid and the Children's Health Insurance Program (CHIP). If you would like more information, additional information can be found in the PERM manual at www.cms.gov.

What is your responsibility as an Arkansas Medicaid provider?

Be timely with your response when information is requested from you or your practice.

Ensure you are providing the proper documents requested.

Keep your billing information and address updated through Arkansas Medicaid Provider Enrollment.

The Arkansas Medicaid manuals are a great resource to review the requirements as an Arkansas Medicaid provider. The following sections provide information regarding common error categories found in previous PERM projects.

All Provider Manuals – Section I – 142.300 (Conditions Related to Record Keeping)

Physician Manual – Section II – 202.100 (Documentation Required of All Medicaid Providers)

Physician Manual – Section II – 202.200 (Medical/Clinical Records Physicians are Required to Keep)

Arkansas Medicaid: [Provider Enrollment](#)

Please contact your [AFMC Provider Relations outreach specialist](#) if you need assistance navigating the Arkansas Medicaid manuals, or if you have any questions. We are always happy to help you.