

Dear LEA Primary Contacts,

MassHealth is currently undergoing the triennial Payment Error Rate Measurement (PERM) audit review. As a School-Based Medicaid Program participating Local Education Agency (LEA), you may be contacted by NCI, the reviewer contractor (RC) conducting the PERM audit on behalf of the Centers for Medicaid and Medicare (CMS). This audit program is designed to measure and report a national improper payment rate annually for Medicaid and the Children's Health Insurance Program (CHIP), as required by the Payment Integrity Information Act (PIIA) of 2019.

This is **not an audit of your LEA** as a Medicaid provider. It is an audit of MassHealth, as the Commonwealth's Medicaid and CHIP agency.

Your LEA may receive a medical records request letter from NCI as part of the PERM review. As stated in your LEA's contract with the Executive Office of Health and Human Services, section 2.3.D, "the Provider [LEA] must cooperate and respond to any federal or state audit and program integrity request made by EOHHS or on behalf of EOHHS."

If you have questions about any communications you may receive from NCI, please contact **NCI Information Systems Inc.**, at 800-393-3068 or PERMRC.ProviderInquiries@nciinc.com. You may also contact the PERM RC Medical Records Manager, Allison Keeley, at 804-249-1746 or PERM state representative, Michelle McGonagle at 617-367-5130 or Michelle.McGonagle@mass.gov.

For more information, refer to the [PERM Provider FAQ document](https://www.cms.gov/files/document/perm-provider-education-faqs.pdf-0): <https://www.cms.gov/files/document/perm-provider-education-faqs.pdf-0>. In addition, CMS provides more information on PERM for providers on [their website](https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicaid-and-CHIP-Compliance/PERM/Providers): <https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicaid-and-CHIP-Compliance/PERM/Providers>, including a recording of a provider education webinar and the accompanying slide deck.

Thank you,

School-Based Medicaid Program Support Team
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SchoolBasedClaiming@umassmed.edu

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