

The Centers for Medicare & Medicaid Services (CMS) is hosting a PERM Provider Education Conference Call to provide an opportunity for live dialogue between CMS and the Medicaid provider community in the States of **Colorado, California, Massachusetts, and Rhode Island**. The call will be held **Wednesday, August, 11, 2010** at **2:00pm to 3:30pm, EST**, details are below.

The Payment Error Rate Measurement (PERM) program is designed to measure improper payments in the Medicaid and CHIP programs, as required by the Improper Payments Information Act of 2002 (IPIA; Public Law 107-300). The purpose of the Perm Provider Education conference call is to educate Medicaid providers about PERM and their specific responsibilities during the PERM process.

Provider education conference call participants will learn from PERM related presentations such as:

- An overview of the PERM program/ what is the PERM process and what you may be required to do during a PERM review.
- The documentation request letter/what are your responsibilities when the documentation request letter is received.
- The follow up schedule and the requirements.
- Frequent mistakes and best practices.

The following materials will be discussed and are available at the PERM **Providers page** of the CMS Website, <http://www.cms.gov/PERM/>.

- PERM Overview for Providers
- Sample document request letter

Joining the conference:

1. In the 10 minutes prior to the call's start time, call lines will be available by calling the **Participant Dial-In Number: *US/Canada Dial-in # (800) 603-1774 Your conference ID # is 87759280**. Please provide the following participant information that will include the following:

State Organization # of persons in the room

2. Provider the Operator with the Conference ID number.
3. Helpful keypad commands:
 - *0 – Operator Assistance
 - *5 – Group Mute/Unmute
 - *6 – Self Mute/Unmute
 - *7 – Lock conference to additional participants

Encore, which is a digital recording of the conference call will be available for replay **beginning two hours after the call's completion through August 13, 2010 at 11:59PM, EST**. You may access the Encore conference replay feature through dialing the **Encore Dial In # at (800) 642-1687**.

There will be time available for Q&A's however; CMS encourages your questions to be submitted in advance to our designated PERM provider email address at: PERMProviders@cms.hhs.gov or, you may also contact **your** State PERM Representatives with any questions and for information about educational and training events in your area.

For **Colorado** Providers: Vivian.Tran@state.co.us

For **California** Providers: Kerri.arndt@dhcs.ca.gov or lhon@mrmib.ca.gov

For **Massachusetts** Providers: David.Kerrigan@MassMail.state.ma.us

For **Rhode Island** Providers: RRacca@dhs.ril.gov

Please check the CMS Website's PERM Provider page regularly for additional Provider Education information and updates at <http://www.cms.gov/PERM/>.