State Medicaid Error Rate Findings (SMERF) System Overview RY26

Empower, AI

Payment Error Rate Measurement (PERM) Review Contractor (RC)

February 2025

Agenda

- Introduction to SMERF and its role in PERM.

- Discuss SMERF access for state users.

- Walk through the SMERF log-on process.

- Review the relevant tabs on the SMERF home page.

- Describe SMERF workflows and related PERM alert emails.

- Demonstrate reporting and monitoring tools.

- Review module for individual state policies, medical record requests (MRR), medical review (MR), data processing (DP) review, and eligibility review (ER) findings.

Key Learning Objectives

After completing this course users should be able to:

- Describe the role SMERF plays in PERM.

- Obtain access and log in to SMERF.

- Navigate menus to find individual claims, MRR, errors, policies, reports, and tools.

Introduction to SMERF

- The SMERF system is a web-based application used for tracking and reporting improper payments in the PERM program.
- The Centers for Medicare and Medicaid Services (CMS), Statistical Contractor (SC), RC, Eligibility Review Contractor (ERC), and state users regularly use the SMERF system.
- The SMERF system is an integral part of the PERM process. The PERM RC maintains the SMERF State User Guide to provide state PERM users with instructions on how to use the features available to the state in the SMERF system effectively. The PERM RC updates this manual when it makes significant changes or upgrades to the SMERF system.

Overview of SMERF

- Access to the SMERF system allows the state to do the following:
    - Track DP, MR, and ER findings.
    - Track pending ER and DP reviews and receive automated notices via PERM alert emails for pending information needed to complete reviews.
    - Monitor and track MRRs.
    - Download reports.
    - Access state policies.
    - Request difference resolutions (DRs) and appeals.
    - Access Final Errors For Recovery (FEFR) reports.
- CMS uses SMERF to oversee the progress of the PERM RC and ERC review process and complete state appeal requests.

Getting Started / Logging in
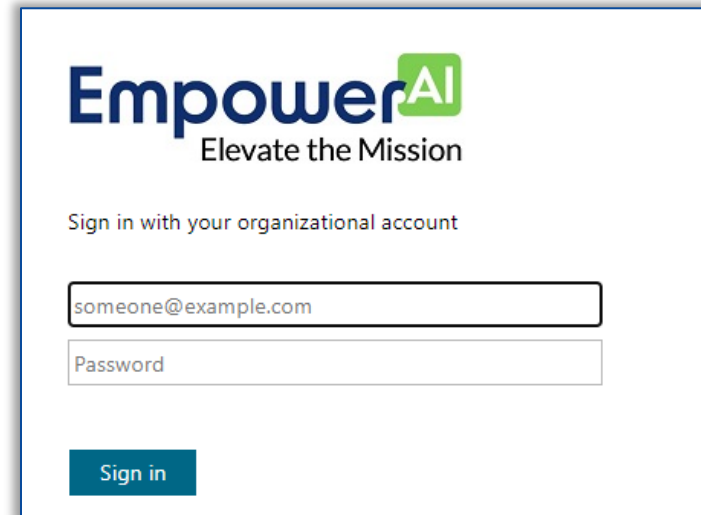
Getting Started

- SMERF system access requires a computer, internet access, and a username and password. The username and password are supplied by the RC.

- Send an email to SMERFaccounts@empower.ai to request SMERF access.

- To obtain a username and password for SMERF access, each user must first read the Rules of Behavior provided by the RC, complete, sign (electronic signatures are acceptable), and return the system access forms back to the RC.

- Upon receipt of completed system access forms, the RC will establish individual SMERF accounts for state users.

- Once the RC has emailed the SMERF **Username** and **Password**, use the following URL to access SMERF:

  https://smerf.permrc.cms.gov/

- Enter your **Username** in the format **username@admedcorp.com.**

- Access is limited to state PERM representatives, PERM contractors, and CMS.

Note: Due to a series of name changes for the PERM RC, users will see different naming structures in SMERF usernames and the website, including admedcorp.com, nciinc.com, and empower.ai.

Initial Login

- You will be required to change your password as a result of the initial successful login. The password requirements are as follows:
  - Minimum Length: 9+ character(s).
  - Including 1 character from 3 of the below categories:
    - An uppercase alphabetic character.
    - A lowercase alphabetic character.
    - A numeric character, (e.g., 1, 2, 3).
    - A special character, (e.g., !, #, $, %).

- Other important facts:
  - Passwords expire every 60 day(s).
  - You can only change your password once every 24 hours.
  - You cannot reuse the last 24 passwords.
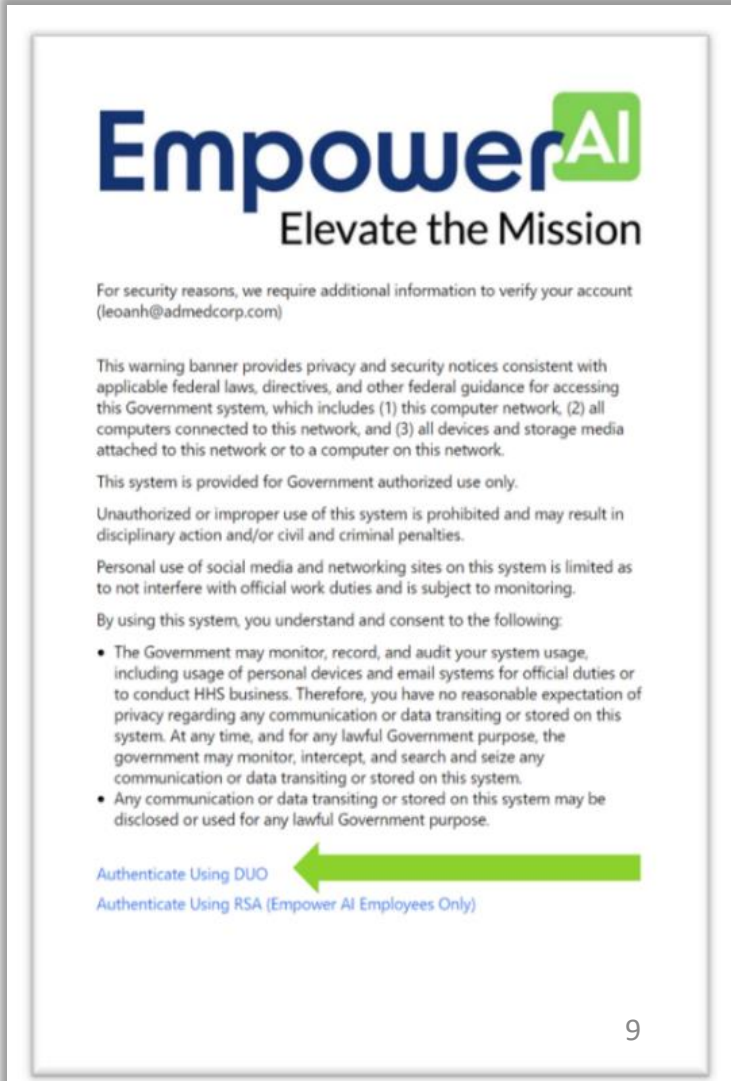
Two Factor Authentication

- DUO is the RC's two factor authentication solution. After password change, the following steps should be followed:

    1. The DUO Welcome screen will appear. Click "Authenticate Using DUO".

Two Factor Authentication Continued

2. You will be redirected to the DUO application to begin verification. If you do not want to use the method DUO automatically suggests, click "Other options". Then select the method you want from the list.

Selecting "Other options" will take you to a list of all your available DUO authentication options. Click on the one you want to use and follow the instructions shown.

"Manage devices" will allow you to add or edit the current devices you have set up with DUO.
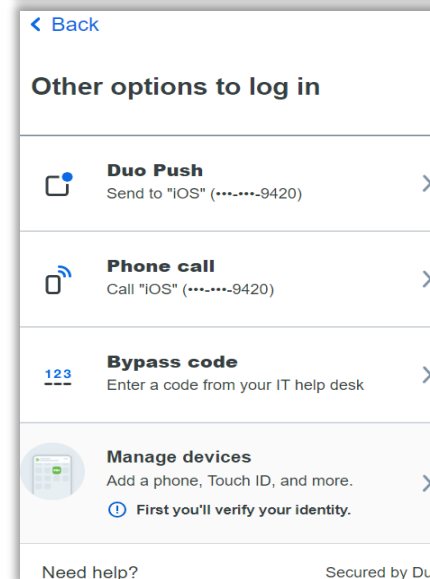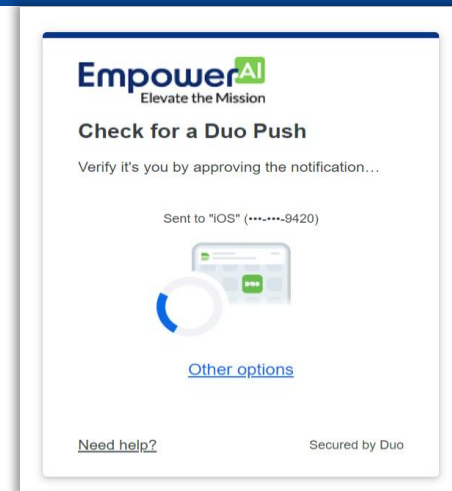
Two Factor Authentication Successful

3. Once verification is successful you will be directed into your application.

- SMERF Assistance

  - If you are experiencing any issues, please try clearing your cache in the browser. If you are using a bookmark, **please ensure there are no additional characters in the URL you are accessing.**

  - If you cannot authenticate (DUO), please reach out to smerfaccounts@empower.ai or contact PERM Customer Service at 1-800-393-3068.
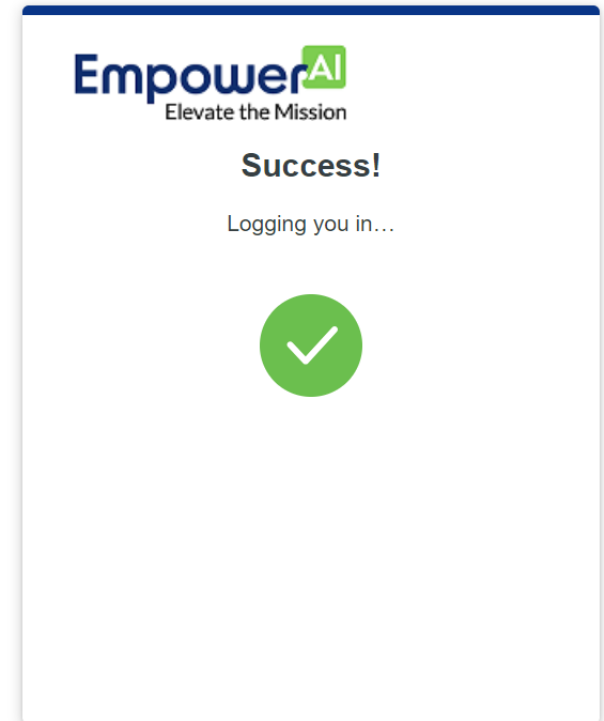
Successful State Login Home Page

- The SMERF Home Page includes contact information for PERM RC staff, as well as links to the SMERF State User Guides and other PERM websites. The menu of options are listed across the top of the screen.

Payment Error Rate Measurement (PERM) Project

Welcome **HEATHER ENGSTROM**   Organization: State of California [Log Off]
Session expires in: 15 minutes

HOME   MEDICAL RECORDS REQUESTS   ERRORS   REPORTS   ADMIN   CLAIMS   CONTACTS   RECOVERIES   TOOLS

State Medicaid Error Rate Finding (SMERF) System

SMERF provides the status of reviews and findings for claims sampled under the Payment Error Rate Measurement (PERM) program. State users can obtain the status of ongoing record requests and medical and data processing reviews. Once a review is complete, States may access SMERF to appeal the finding(s). Please refer to the SMERF State User Guide for more information.

RY22 SMERF State User Guide

PERM RC Review Year specific questions:

Please refer any questions about the PERM RC RY 2024 Contract to the e-mail address: PERMRC_2024@empower.ai
Please refer any questions about the PERM RC RY 2025 Contract to the e-mail address: PERMRC_2025@empower.ai
Please refer any questions about the PERM RC RY 2026 Contract to the e-mail address: PERMRC_2026@empower.ai

Review Contractor Contacts:

Role	Name	Phone #	Email
Project Director	Chad Landtroop	615-692-2238	landtroc@empower.ai
Assistant Project Director	Melissa Rinehart	614-746-2059	rineharm@empower.ai
Cycle Manager	John Louallen	615-829-4370	louallej@empower.ai
Cycle Manager	Alexis Gee	602-228-5395	GeeA@empower.ai
Cycle Manager	Cortney Wernick	307-421-6254	cwernick@empower.ai

Links

- CMS PERM Website
- Payment Accuracy.Gov
- National Association of Medicaid Directors (NAMD)
- HHS Agency Financial Report
- CMS Chief Financial Officer Report

SMERF Review Workflow

Review Workflow in SMERF

- Understanding the workflows of reviews in SMERF will help the state users understand how to best use the various features in SMERF including PERM alerts, reports, etc.

- State PERM representatives designate which state users receive PERM alerts.

- To request access or update the role of a state user, please send requests to SMERFaccounts@empower.ai.

Review Workflow in SMERF, continued

- The SC sends the sample claims data files, and the details claims data files to the RC which are then loaded into SMERF.

- These files become the basis of reviews for the ERC and the RC.

- ER begins when the ERC receives the sample claims data files from the SC.

- DP reviews and MRR outreach begin when the RC receives the details claim data files from the SC.

- MR begins when the RC receives requested records from providers.

- During DP reviews and ER, the review is pended if additional information is needed from the state. Pended reviews are found on the DP pending P1 list and the ER EP1 list in SMERF.

  – We will cover creating these reports more closely in the Reports section of this training.

Review Workflow in SMERF, continued 2

- If an error is cited, states will receive an Advance Notice of Error PERM alert, except for errors that are cited the day before the Sampling Unit Disposition (SUD) runs. Errors cited the day before the SUD will not generate an Advance Error Notice.
  - The Advance Error Notice list is also available in SMERF.
  - SUD reports publish on 15th and 30th of each month with findings of completed reviews.
- DR requests can only be filed in SMERF within 25 business days after the error is published on the SUD. Business days exclude weekends and federal holidays.
  - States receive a PERM alert email when a DR decision is posted to SMERF.
- Appeals can only be filed in SMERF within 15 business days from the date the contractor posted its DR decision.
  - States receive a PERM alert email when an appeal decision is posted to SMERF.

Review Workflow in SMERF – PERM Alert Email Example

- The below image contains an example of a PERM alert email sent to the state.

Data Processing Pending P1 Information Notification

permalerts@nciinc.com
To
Cc

👍 ↩ Reply « Reply All →

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Dear SMERF State User

The purpose of this email is to notify you that the Review Contractor (RC) has requested additional information for claims currently under review.

Please access the State Medicaid Error Rate Findings (SMERF) system at https://smerf.permrc.cms.gov for more information.

If you have any difficulties accessing the system, please contact Empower AI at 1-800-393-3068 during support hours of 8AM – 8PM M-F.

Please note: This e-mail message was sent from a notification-only address that cannot accept incoming e-mail. Please do not reply to this message.

Name of Report: Pending P1 Information Notification

PERM ID	Start Date	Date Added	Reviewer ID	Due Date	Aging Group
	12/18/2023	01/09/2024		01/26/2024	0-14
	12/15/2023	01/09/2024		01/26/2024	0-14
	12/17/2023	01/09/2024		01/26/2024	0-14

Example Review Workflow with PERM Alert

DP or ER Review Begins.
- Documentation reviewed.
- Review pended if additional documentation is needed (P1 for DP and EP1 for ER).

PERM Alert to State for P1 or EP1.
- State responds with documentation.
- Review completed and finding cited.

Advance Notice of Error to State.
- Advance Error List also available in SMERF.
- State reviews error and determines if in agreement or if a DR will be filed.
- Finding posts to SUD report, and DR function becomes available to state in SMERF for error findings.

State Files DR.
- Review contractor (RC or ERC) receives PERM alert advising DR filed.
- Review contractor (RC or ERC) completes DR and posts decision.
- State receives PERM alert advising DR decision posted.
- State reviews DR decisions and determines whether appeal is needed.

SMERF Home Page and Menu Tabs

Tools - State Educational Resources Page

- An important tab on the SMERF Home page is the State User Educational Resources which provides useful information from the contractors.

- From the SMERF Home page, state users click on State User Educational Resources under the Tools menu to access.

- This page includes links to the SMERF User Guide, the RC's Fast Facts guides, the SC Fast Facts guide, the ERC's Fact Sheets, a PERM acronym list, and other useful resources.

- The RC will continue to take a proactive approach to add links for resources that may be helpful to states.

- We welcome your suggestions on additional resources you would like added.

Tools - State Educational Resources Page, continued

| HOME | MEDICAL RECORDS REQUESTS | ERRORS | REPORTS | CLAIMS | CONTACTS | RECOVERIES | TOOLS |

- Access the State Educational Resources page by selecting Tools from the main menu as shown above.
- The images on the next slide shows the current list of resource documents available to states in SMERF.
- Resource document categories available include the following:
  - State User Guides.
  - SMERF Overviews.
  - RC (Empower AI) Resources.
  - ERC (BAH) Resources.
  - SC (The Lewin Group) Resources.
  - Other Resources.

Tools - State Educational Resources Page, continued 2

State User Educational Resources

State User Guides

- RY22 SMERF State User Guide

SMERF Overviews

- State SMERF Overview

Review Contractor (Empower.AI) Resources

- Accessing the SUD Report in SMERF
- DP Pending P1 List
- Duplicate Payment Checks
- Filing a Difference Resolution
- Filing an Appeal
- Medicare Premium Buy-in Payments
- State Responsibilities DP Reviews
- Validating Beneficiary Information
- Validating Risk-Based Screening Documentation
- Overview of DP Review Process
- RC Secure File Transfer Via Kiteworks
- Repricing Medical Review Partial Errors
- Overview of Medical Review Process
- State Role in Medical Reviews
- State Report MR Missing Documentation
- Physician/Practitioner Visits in Nursing Facilities
- Template - State Education to Sampled Providers

Eligibility Review Contractor (BAH) Resources

- PERM ERC Case Action Review Fact Sheet
- PERM ERC Household Composition Fact Sheet MAGI
- PERM ERC Household Composition Fact Sheet Non MAGI
- PERM ERC Income Review Fact Sheet
- PERM ERC SFTP Access for External Clients
- PERM ERC Independent Verification Fast Facts
- Overview of Eligibility Review Process
- State Responsibilities for Eligibility Review
- Eligibility Pending EP1 List

Statistical Contractor (The Lewin Group) Resources

- PERM SC Fraud Suppression Fast Facts
- SFTP RY25 Final

Other Resources

- Acronym List
- Federal Security Requirements for PERM Contractors FAQs

Claims - Searching for Claims

- To search for a specific claim in SMERF, choose Search under the Claims menu and enter any known claim identifiers or limiters. For claim details, click the paper icon.

Claims - Searching for Claims - DP Tab

- Review the current status of a DP review using the Data Processing tab.

Claims - Searching for Claims - MR Tab

- Check the current status of an MR by clicking on the Medical Review tab.

| Medical Records Requests | Providers | Data Processing | Medical Review | Eligibility Review | Comments |

MEDICAL REVIEW

Review Status
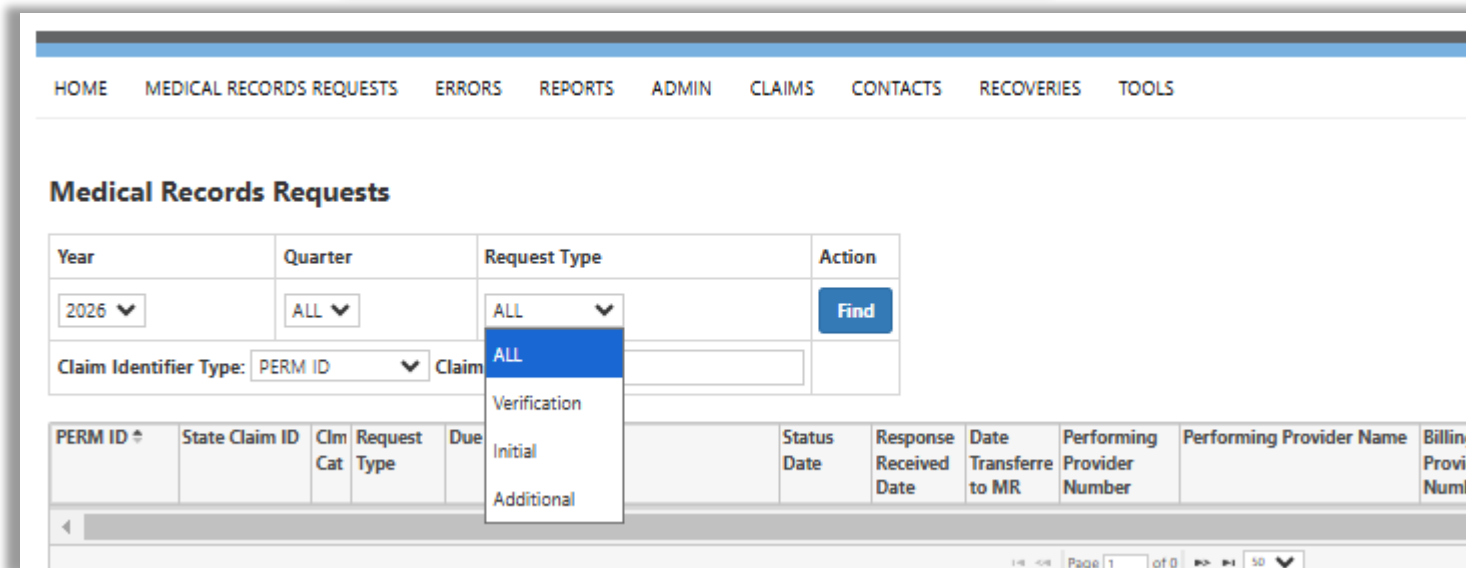
START DATE: 11/18/2024   FINALIZED DATE: 11/25/2024   REVIEW STATUS: COMPLETED

Review History

LEVEL: RECONCILED   STATUS: COMPLETED

Summary

| Completed Date | 11/25/2024 |

Payment Information

Paid FMAP Rate:	59.71
Total Medical Review Claim Payment in Error:	$0.00
Federal Error Amount:	$0.00
State Error Amount:	$0.00

Findings

| Finding Code: | C1 - No Error in Review |

Claims - Searching for Claims - ER Tab

- The Eligibility Review tab appears if an ER is planned or conducted for the PERM ID. Detailed information on the review is available on this tab, including status and findings.

MRR - MRR Queries

- Users may identify all MRRs sent for your state's sampled claims by using the Medical Records Request search feature. The search can be narrowed by reporting year, quarter, request type, and claim identifier.

MRR - MRR Query Results

- Additional detail is available for each request for records by clicking on the PERM ID link.

MRR - MRR Query Results, continued

- Review detailed information on requests for records on the Medical Records Requests tab, including the date the MRR was sent, outreach made to the provider, and documents requested to complete the MR.

MRR - MRR Query Result Detail - Providers Tab

- The Providers tab includes address, phone, fax, specialty, provider type, and National Provider Identifier (NPI) information on the billing provider, performing provider, and referring provider, where applicable.

MRR - MRR Query Result Detail - Comments Tab

- The Comments tab is for internal comments from the state user.
- **Note**: Contractors are not alerted when comments are entered. Therefore, please notify the RC or ERC of any questions or action items needed.

MRR - MRR Query Result Detail - Policies

- Policy information can be obtained in the SMERF system. Clicking on the Policies tab will give you the options of Eligibility Policy, Deskaids, MR State Policies, and Federal Regulations.

- Relevant policies used in conducting reviews can be viewed by clicking on the Policies tab, then clicking the dropdown arrow next to the chosen policy area.

Errors Tab

Errors - DP Advance Error Notice

- The DP Advance Error Notice screen shows reviews completed by the RC that have an error finding and will be reported on an upcoming SUD Report, except for errors that are cited the day before the SUD runs- these errors will not generate an Advance Error Notice.
- **Note**: Findings do not post to the Advance Error Notice immediately but will be available for review within 24 hours.
- DP reviews completed before the 15th/30th of the month will be posted on the next scheduled SUD. Example: A DP review completed on the May 14th will publish on May 15th SUD.
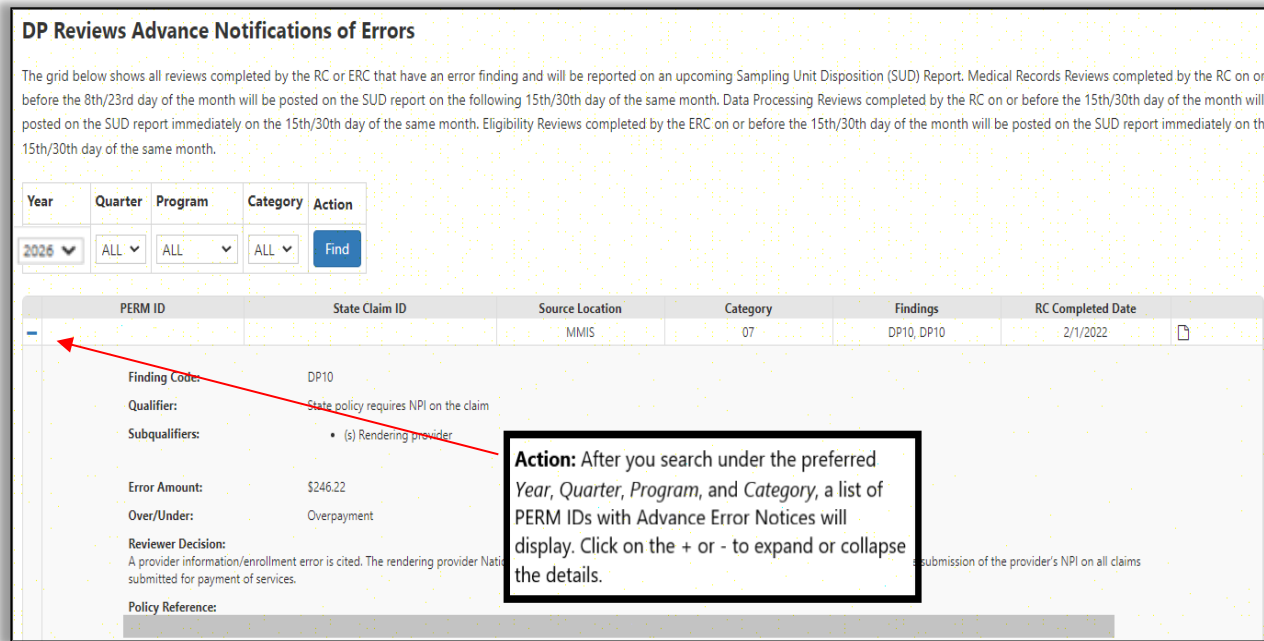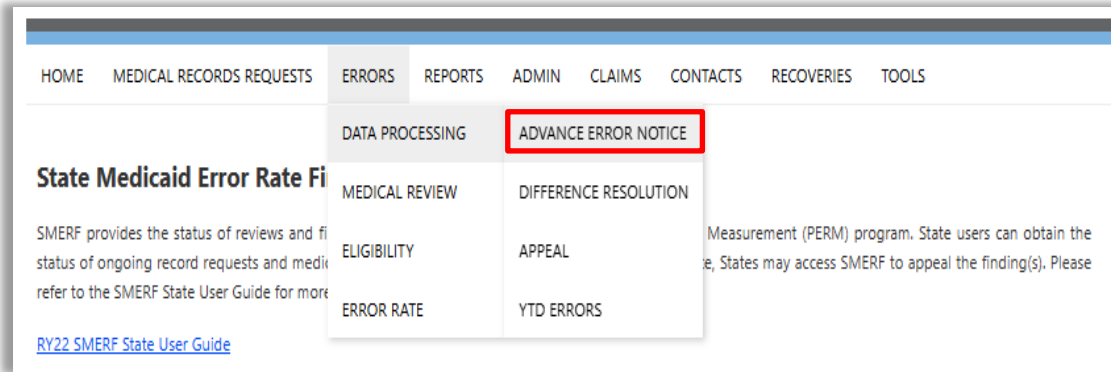
Errors - DP DR Available
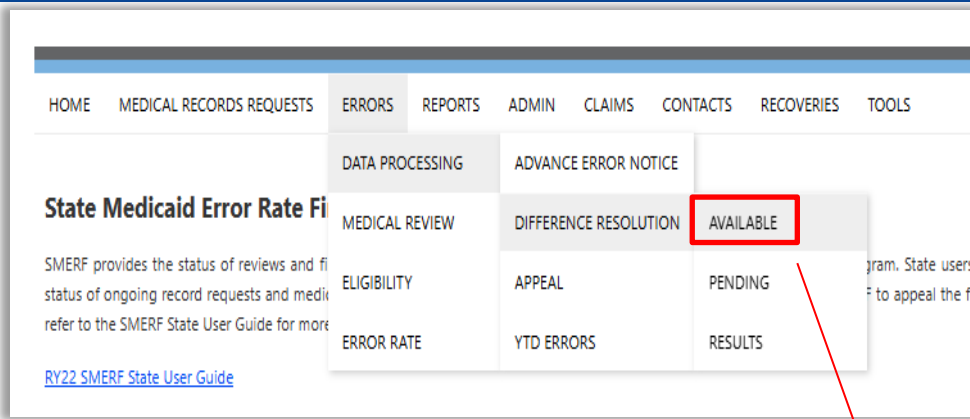
- Users can view DP reviews that are available for DR, as well as check the status and/or results of a requested DR.

Filing a DP DR

- If a state disagrees with an error finding and has factually based, valid evidence to support that the payment is accurate, the state may request a DR within SMERF.

- The Code of Federal Regulation, 42 CFR § 431.998, provides specific requirements for DRs including:

  - The State must file the DR within 25 business days after the review findings are shared with the State (i.e., published on the SUD report);

  - **The State must be able to demonstrate all of the following:**

    - **Have a factual basis for filing the request, and**

    - **Provide valid evidence directly related to the finding(s) to support the State's position.**

- The RC will offer a separate training dedicated to filing DRs and appeals.

Errors - DP DR Pending

- To review the status of a pending DR, choose Pending from the Errors/Data Processing/Difference Resolution menu.

Errors - DP DR Results

- To review the result of a completed DR, choose Results from the Errors/Data Processing/Difference Resolution menu.

Errors - DP Appeal Available

- To view all PERM IDs available for appeal, choose Available from the Errors/Data Processing/Appeal menu.

Requesting an Appeal

- The Code of Federal Regulation, [42 CFR § 431.998](#), provides specific requirements for appeals including:
  - The State may appeal to CMS for final resolution by filing an appeal in SMERF within 15 business days from the date the review contractor's (RC or ERC) finding as a result of DR is shared with the State;
  - There is no minimum dollar threshold required to appeal a difference in findings;
  - **The State must be able to demonstrate all of the following:**
    - **Have a factual basis for filing the request, and**
    - **Provide valid evidence directly related to the finding(s) to support the State's position.***

*Refer to Fast Facts: RC Secure File Transfer Via Kiteworks on documentation naming convention and submission.

Requesting an Appeal, continued

- Request Appeal tab in SMERF shows appeal status.

Errors - DP Appeals Pending

- Review current status of pending appeals by choosing Pending from the Errors/Data Processing/Appeal menu.

Errors - DP Appeals Results

- Review the results of appeals submitted by choosing Results from the Errors/Data Processing/Appeal menu.

Errors - DP YTD Errors

- To review Year-To-Date (YTD) DP errors, choose YTD Errors under the Errors/Data Processing menu.

Errors - MR Advance Error Notice

- Check all reviews completed by the RC or ERC that have an error finding and will be reported on an upcoming SUD Report by choosing Advance Error Notice under the Errors/Review Type menu. In the image, the user has selected Errors then Medical Review to see menu options for the Medical Review review type.
- **Note**: Findings do not post to the Advance Error Notice immediately but will be available for review within 24 hours.

Errors - MR DR Available

- Review MR errors eligible for DR by choosing Available under the Errors/Medical Review/Difference Resolution menu.

Requesting an MR DR

- Click on the Request Difference Resolution tab.

Errors - MR DR Pending

- Review MR pending DR by choosing Pending under the Errors/Medical Review/Difference Resolution menu.

Errors - MR DR Results

- Review completed DR findings by choosing Results from the Errors/Medical Review/Difference Resolution menu.

Errors - MR Appeals Available

- Review MR DRs eligible for appeal by choosing Available under the Errors/Medical Review/Appeal menu.

Requesting an MR Appeal

- To file an appeal on a DR resulting in a modified or upheld decision, click the Request Appeal tab.

Errors - MR Appeals Pending

- Review MR appeals pending completion by choosing Pending under the Errors/Medical Review/Appeal menu.

Errors - MR Appeals Results

- Review completed MR appeals by choosing Results under the Errors/Medical Review/Appeal menu.

Errors - MR YTD Errors

- To review YTD MR errors, choose YTD Errors under the Errors/Medical Review menu.

Errors - Eligibility Advance Error Notice

- Check all reviews completed by the ERC that have an error finding and will be reported on an upcoming SUD Report.
- ERs completed by the ERC before the 15th/30th day of the month will be posted on the SUD report immediately on the 15th/30th day of the same month.

Errors - Eligibility DR Available

- Review ER errors eligible for DR by choosing Available under the Errors/Eligibility/Difference Resolution menu.

Requesting an Eligibility DR

- Request a DR from the Difference Resolution detail window by clicking the Request Difference Resolution tab.

Eligibility Difference Resolution Request f_____08

▼ Claim Summary

PERM ID:		Year:	2025	Sampled Amount Paid :	$583.66
State:	is	Quarter:	1	Sampled Date Paid:	08/25/2023
State Claim ID:		Claim Category:	50 - Managed...	Adjusted Date Paid:	
Claim Type:	Managed Care	DOS:	08/01/2023 - 08/31/2023	Billing Provider ID:	
Adjusted:	NO	Sampling Level:	Entire Claim	Service Provider ID:	
Adjusted ICN:		Age:		Referring Provider NPI:	
Crossover:	NO	Gender:		Paid FMAP Rate:	66.75%
Denied:	NO	Location:	EDW	Unmasked State Claim ID:	

Proc 1	Proc 2	Proc 3	Proc 4	Proc 5	Proc 6	Diag 1	Diag 2	Diag 3	Diag 4	Diag 5	Diag 6	Diag 7	Diag 8	Diag 9	DRG	ICD Version	EAPG Rate Code
																9	

▼ Claim Lines

Line #	Sampled	Paid Amount	DOS From	DOS To	REV Code	Units	TOS	Src Prov ID	Src Prov	Src Prov	NDC	Procedure Cod	Procedur	Procedur	Procedur	Procedur	Prescription Num

ERC Review Details | **Request Difference Resolution**

ERC Completed Date: 01/13/2025   Date of Error Notification: 01/15/2025

Review Status

START DATE: 01/13/2025   REVIEW STATUS: IN PROCESS

Review History

LEVEL: APPROVED FOR SUD   STATUS: COMPLETED

Summary

| Completed Date | 1/13/2025 |

Payment Information

Paid FMAP Rate:	66
Total Eligibility Claim Payment in Error:	$5
Federal Error Amount:	$3
State Error Amount:	$1

Action: Click on the *Request Difference Resolution* tab to go to the page where you can enter your reason for requesting a DR.

Findings

Finding Code:	ER5 - Not eligible for enrolled program; non-financial issue
Qualifier:	Requirement not met
Error Amount:	$583.66

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Errors - Eligibility DR Pending

- Review ERs pending DR by choosing Pending under the Errors/Eligibility/Difference Resolution menu.

Errors - Eligibility DR Results

- Review eligibility findings pending DR by choosing Results under the Errors/Eligibility/Difference Resolution menu.

Errors - Eligibility Appeal Available

- Review eligibility DRs available for appeal by choosing Available under the Errors/ Eligibility/Appeal menu.

Requesting an Eligibility Appeal

- Request an Eligibility appeal by clicking on the Request Appeal tab.

Errors - Eligibility Appeal Pending

- Check Eligibility reviews pending appeal by choosing Pending under the Errors/Eligibility/Appeal menu.

Errors - Eligibility Appeal Results

- Review final eligibility appeals by choosing Results under the Errors/Eligibility/Appeal menu.

Errors - Eligibility YTD Errors

- Access Eligibility YTD errors by clicking YTD Errors from the Errors/Eligibility menu. This screen shows claims where the highest completed level has an error finding.

Errors - Error Rate

- To access Error Rate Documents, click on the links to open the files you would like to review in the Download column.

Reports

Reports in SMERF

- Numerous reports are available to state users in SMERF. Most SMERF reports can be exported in Excel, Word, or PDF formats by clicking the "Save" icon.
- Users can also click "Export to Excel" to export many reports. Choosing "Export to Excel" allows you to select the columns to export to Excel.

Reports - State DP Pending P1

- For a list of all claims with a P1 (pending information) DP finding, choose DP Pending P1 under the Reports/State menu.

Reports - State Eligibility Pending EP1

- To review all claims with an EP1 (pending information) ER finding, click on State and then Eligibility Pending EP1 under the Reports menu.

Reports - State SUD

- Click on Current or Archive under the Reports/State/SUD menu to review a state SUD report.

Reports - State SUD, continued

Reports - State SUD Current/Archived

- Choose the report(s) to download - DP, MR, or ER.
- For the current SUD, click View to download the report (left image).
- For an archived SUD, click the paper icon to download the report (right image).

Reports - State Completed vs Pending

- To review all claims in SMERF as well as their current status, click on Completed VS Pending on the Reports/State menu.

Reports – MR Missing Documentation

- This new report provides the state with a tool to monitor MR missing documentation errors. This report reflects the current listing of claims cited with a MR1 and MR2 error.

Reports - State FEFR

- Access the FEFR report by choosing FEFR on the Reports/State menu and clicking the link to the FEFR for review.

Reports - State Final Findings Status

- To review your state's Final Findings Status Report, click Final Findings Status under the Reports/State menu and choose Review Type DP, MR, or ER.

Contacts

Searching for State Contacts

- To view state PERM contacts in SMERF, choose Search under the Contacts menu.

- Click the Edit link to edit or deactivate state contacts. From the contact detail screen, choose the Edit Contact or Deactivate Contact buttons to make changes.
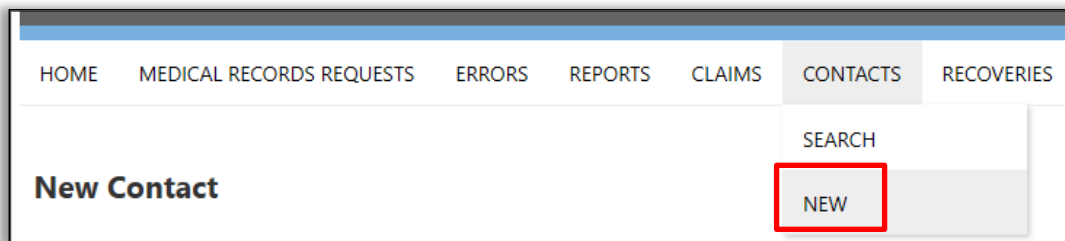
State Contact Information

- To add a new state contact, choose New from the Contacts menu.
- Enter the state employee's information, including Name, Address, Email, etc.
- Notify your RC Regional Coordinator of any changes so email notifications can be updated as well.

State Contact Roles and Notifications

- Use the Medicaid, CHIP, and Other tabs to specify the role of the user and whether the user is a primary or secondary contact for each field. This will dictate the correspondence the user receives from the RC. The Help tab provides the list of roles in SMERF and the notifications users with these roles can expect to receive. Click Save after changes are complete.

Medicaid Tab

CHIP Tab

Other Tab

Help Tab

Note: **Each state must have <u>at least one</u> primary ER, primary DP, and primary MR contact in order to receive PERM alerts.**

Contact Us

Name	Contact
SMERF Accounts Mailbox for SMER/Kiteworks new user access requests, password resets, assistance with SMERF troubleshooting or login issues.	SMERFaccounts@empower.ai
PERM Customer Service for SMERF password resets.	1-800-393-3068
PERM RC Management Mailbox.	PERMRC_2026@empower.ai
PERM RC Documentation Mailbox. PHI/PII should be transmitted via Kiteworks.	PERMRC_docs@empower.ai
PERM RC Secure File Transfer Protocol (SFTP) Kiteworks	https://securefiles.admedcorp.com

SMERF System Overview

Thank you for participating!