

SMERF Overview



*Booz Allen Hamilton
Payment Error Rate
Measurement (PERM)
Eligibility Review
Contractor (ERC)
April 2026*

Agenda

- What is SMERF?
- Accessing SMERF
- SMERF Cycle Workflow
- Using SMERF
- Contact Information

What is SMERF?

What is SMERF? (cont'd.)

- The State Medicaid Error Rate Findings (SMERF) system is a web-based application that tracks and reports improper payments for the Payment Error Rate Measurement (PERM) program.
- Centers for Medicare & Medicaid Services (CMS), Eligibility Review Contractor (ERC), and state users regularly interact with SMERF using their own interface designed for each entities' specific purpose.
- The SC sends sample claims data files to the ERC, which are then loaded into SMERF. These files become the basis of reviews for the ERC.
- CMS uses SMERF to oversee the progress of the review process and complete state appeal requests.
- For Reporting Year (RY) 2027, SMERF will only display eligibility reviews (ERs). Data processing (DP) and medical record (MR) reviews will resume alongside ERs in your next review cycle. Users seeking to access review information from previous RYs should reach out to their CMS state liaison.

What is SMERF? (cont'd. 2)

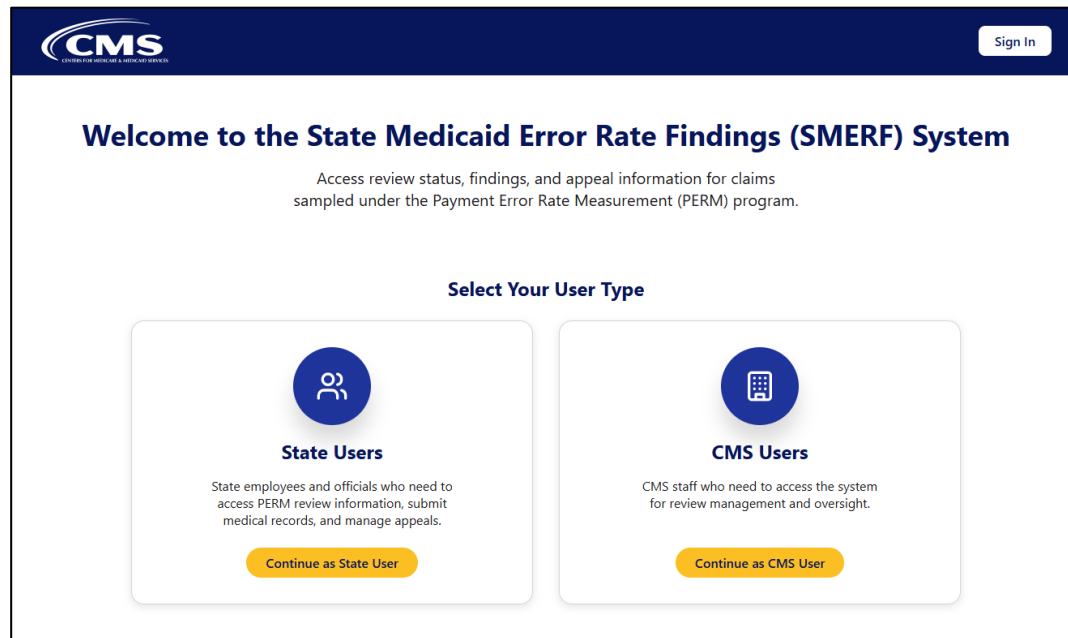
- SMERF allows state users to:
 - Track ER findings
 - Track pending ER reviews
 - Receive automated PERMalerts via email, which lists pending information needed to complete reviews
 - Access/download reports
 - Access state policies
 - Request DRs and appeals



Accessing SMERF

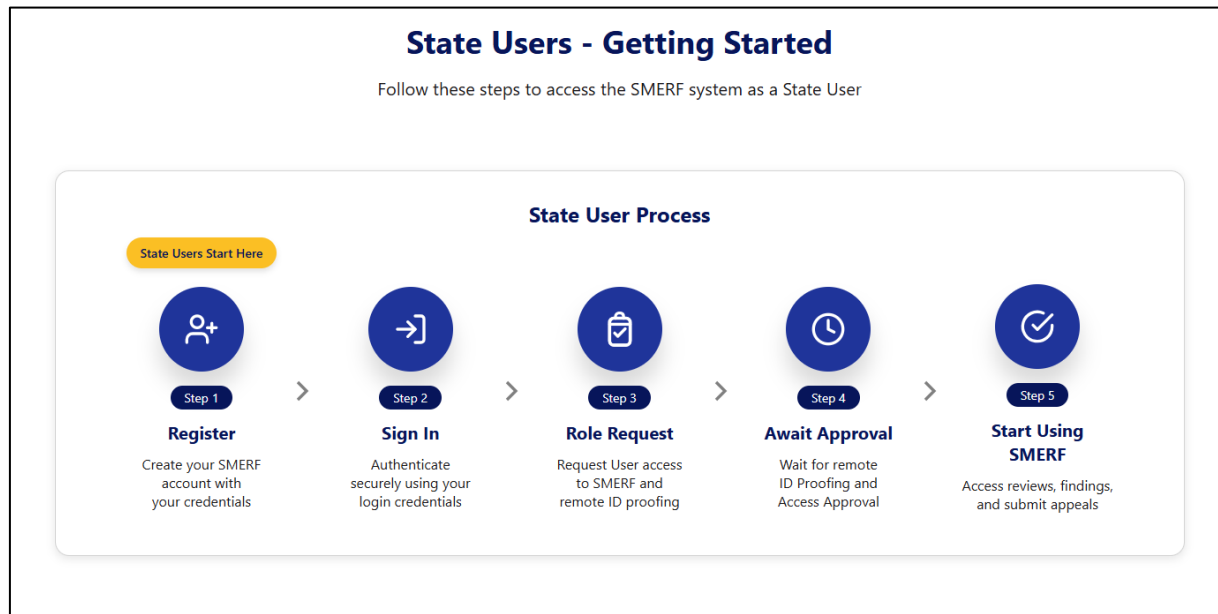
Getting Started

- SMERF registration will be facilitated through the CMS Identity Management System (IDM).
- To begin the process, users will navigate to: <https://smerf.perm.cms.gov>.
- Click the **Continue as State User** button.



Getting Started (cont'd.)

- State users who need to create an account in the IDM, click **Step 1 > Register**.
- State users who already have an account in the IDM, click **Step 2 > Sign In**.
- This landing page also provides links for the additional steps of the SMERF access request process, which state users can return to as they complete each step.



Creating an Account

- After state users click **Step 1 > Register**, they'll be directed to CMS's **IDM User Registration** page.
- Users will be instructed to enter their name, date of birth, and email address.
- It is important that users enter accurate personal information, as it will be used for identity verification.
- Users will create their own username and password.

Create Your Credentials

User IDs must be 6 to 74 alphanumeric characters, cannot contain more than 8 consecutive numbers, cannot begin or end with a special character, and cannot contain more than one consecutive special character. The '@' symbol is only allowed if the User ID is in a valid email address format.

Passwords must:

- Be at least 15 characters long
- Contain at least one uppercase letter
- Contain at least one lowercase letter
- Contain at least one number

Special characters are optional. The following special characters are acceptable: "!#\$%&'()*+,-./\:;<=>@[^_`{|}~. Passwords cannot contain parts of the User ID, first or last name, and must be different than the last six passwords used. Users can only change their own password once every 24 hours. If a user requires a second password change within the same 24-hour period, they must contact their application help desk for assistance.

*Required Field

User ID*

The User ID field is required.

New Password*

Confirm Password*

Security Questions*

Answer*

Signing Into IDM Account

- State users who have successfully created an IDM account or who have an existing IDM account will now navigate to <https://smerf.perm.cms.gov>.
- Click the **Continue as State User** button.
- Click **Step 2, Sign In**.
- Enter the user ID and password.
- Read and then select the **Agree to the Terms & Conditions** check box.
- Now that users have registered an email address, they will be required to authenticate their identity by entering a code sent to their email address.

The screenshot shows the CMS.gov Identity Management sign-in interface. At the top left is the CMS.gov logo, and to its right is the text 'Identity Management'. Below this is the heading 'Sign In'. There are two input fields: 'User ID' and 'Password'. The 'User ID' field is currently empty. The 'Password' field is also empty and has a small eye icon on the right side to toggle visibility. Below the password field is a checkbox labeled 'Agree to our Terms & Conditions'. Underneath the checkbox is a blue button with the text 'Sign In'. Below the 'Sign In' button is the word 'OR' centered between two horizontal lines. Below the 'OR' is a dark blue button with the text 'Sign in with' followed by the LOGIN.GOV logo. At the bottom of the sign-in section is a light blue button with the text 'CMS PIV Card Only'.

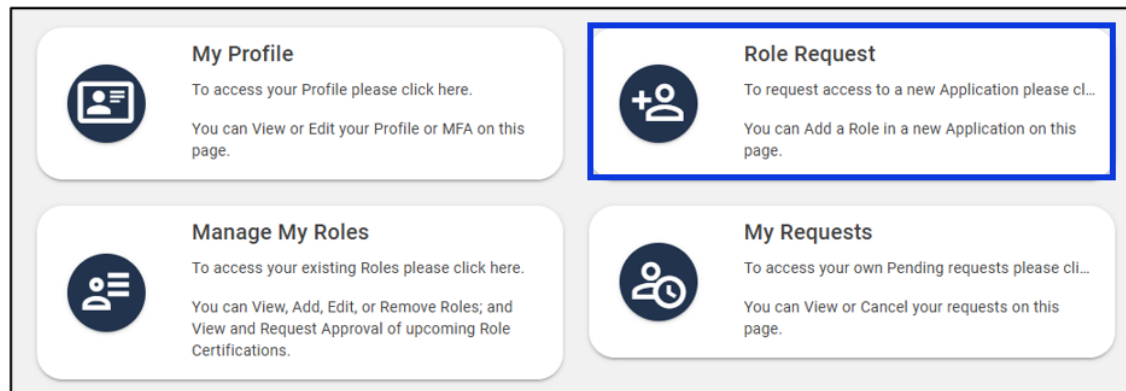
[Forgot IDM User ID](#)

[Forgot IDM Password](#)

[Unlock IDM Account](#)

SMERF Role Request

- Upon successful sign-in, state users will be directed to their IDM dashboard.
- The next step is to submit a role request to access SMERF.
- Click **Role Request**.



SMERF Role Request (cont'd.)

- In the **Select an Application** drop-down list, select **State Medicaid Error Rate Findings (SMERF)**.
- In the **Select a Role** drop-down list, select **SMERF State User**.

Role Request

Application Role Review

Select an Application
To begin the role request process, please select the application you are requesting access to. *Required Field

Select an Application *

SMERF

State Medicaid Error Rate Findings (SMERF)

Select a Role

End User

SMERF State User

SMERF CMS User

SMERF Contractor

Approver

SMERF Approver

|select-

Select the role you want to request.

Cancel Back

SMERF Role Request (cont'd. 2)

- New IDM users will be instructed to enter personal information that CMS will use to perform ID proofing before they are granted access to SMERF.
- New IDM users must provide their Social Security number, if prompted.
- State users with existing IDM accounts may or may not be required to provide personal information, but they won't need to verify their identity again.

Role Request

Application
Role
RIDP
BCI
Review

Remote Identity Proofing

We collect your PII (Personal Identifiable Information) for identity verification only. Please ensure the information you enter is accurate, as you will have a limited number of attempts to verify your identity.

*Required Field

<input type="text" value="Legal First Name*"/>	<input type="text" value="Legal Last Name*"/>
<input type="text" value="Middle Name"/>	<input type="text" value="Suffix"/>
<input type="text" value="Date Of Birth* MM/DD/YYYY"/>	<input type="text" value="Social Security Number* 000-00-0000"/>
<input type="text" value="Personal E-mail Address*"/>	<input type="text" value="Confirm Personal E-mail Address*"/>
<input type="text" value="Home Address (Line 1)*"/>	
<input type="text" value="Home Address (Line 2)"/>	
<input type="text" value="City*"/>	<input type="text" value="State/Territory*"/>
<input type="text" value="Zip Code*"/>	<input type="text" value="Zip Code (Extension) 0000"/>
<input type="checkbox"/> Save home address to my profile	
<input type="text" value="Personal Phone Number (Mobile is preferred)* 000-000-0000"/>	

SMERF Role Request (cont'd. 3)

- State users must enter a **Reason for Request**:
 - Suggested reason: **State user who will be required to access SMERF for the state of [state] as part of their role as [SMERF role]**.
 - When a state user submits information, CMS—in partnership with Experian—will verify their identity and notify the ERC of successful identity matching.
 - Experian ID proofing is instantaneous.
 - Manual ID proofing option is available for users who fail Experian’s automated proofing.
 - If state users fail all three ID proofing attempts, they’ll have to contact Experian directly at 1-833-203-6550. Be sure to record the reference number associated with the failed attempt.
- State users will receive an email from donotreply-idm@cms.hhs.gov regarding the status of their ID proofing.

Role Request

Review Your Request

Review the information you have provided below in order to submit your role request. You must provide a reason for your request prior to submission.

*Required Field

Application:	State Medicaid Error Rate Findings (SMERF)
Application Description:	SMERF is a system used by the Centers for Medicare & Medicaid Services (CMS) and states to track and manage data related to Medicaid and Children's Health Insurance Program (CHIP) eligibility and payment error rate measurement (PERM) reviews. This secure online system allows states to view review findings, monitor the progress of their Medical Record Requests (MRRs) and eligibility reviews, and file for difference resolutions (DRs) and appeals when they disagree with an error finding.
Role:	SMERF State User
Role Description:	Provides external State user access to SMERF system.

Reason for Request*

0 / 600

Before submitting your role request, it is recommended to capture this information for future reference.

Application: State Medicaid Error Rate Findings (SMERF)
 Email: SampleTEST@test.com
 Phone: 111-222-3333

Cancel
Back

Submit Role Request

SMERF Role Request (cont'd. 4)

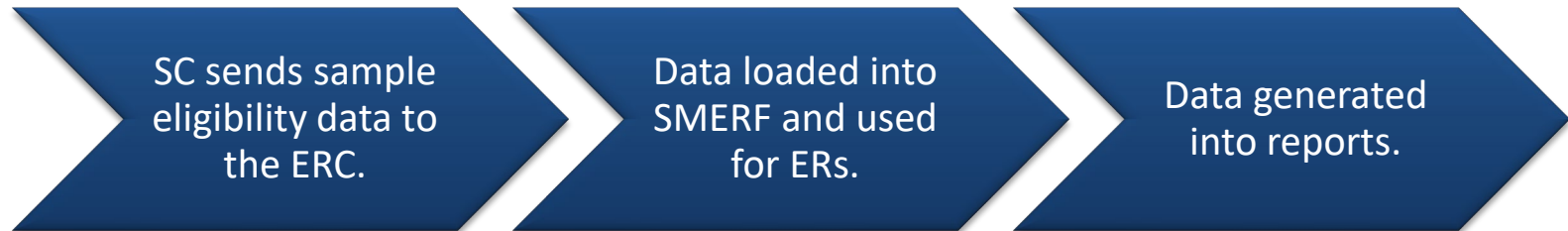
- Upon successful ID proofing, the ERC will have designated approvers who will review SMERF role requests.
- If an application is approved, the state user will receive an email from an approver, letting them know their request has been approved and their account in SMERF is activated.
- State users may log in by going to <https://smerf.perm.cms.gov>.



SMERF Cycle Workflow

SMERF Review Process

- This section highlights the SMERF review process so state users understand the full workflow and how to best use SMERF's features for their own role.
- State PERM representatives designate which state users receive PERMalerts for each notification/report.



SMERF Review Process (cont'd.)

- If additional information is needed for an ER, it's considered a pending review and will appear in the ER EP1 report in SMERF.
- If an error is cited, cases will appear in the Advance Error Notice List.
 - States will receive an Advance Error Notice PERMalert.
 - Errors will appear in this error list until the next Sampling Unit Disposition (SUD) report is released (except for errors posted within 24 hours before the next report is released).
 - SUD reports are published on the 15th and 30th of each month and contain findings of completed reviews.
- States may file DRs within 25 business days after an error is published in a SUD report.
 - States will receive a PERMalert when a DR decision is posted on SMERF.
- States may submit an appeal on a DR decision within 15 business days of its publication on SMERF.
 - States will receive a PERMalert when an appeal decision is posted on SMERF.

PERMalerts

- To receive eligibility PERMalerts, at least one state contact must be designated as the Primary ER Contact.
- Designated state users will receive PERMalerts for the following activities:
 - Advance Notice of Error
 - EP 1 Report
 - SUD Report
 - DRs
 - Appeals

Dear SMERF State User

The purpose of this email is to notify you that the Eligibility Review Contractor (ERC) has provided a list of eligibility review errors found during review.

Please access the State Medicaid Error Rate Findings (SMERF) system at <https://smerf.perm.cms.gov> for more information about these findings.

If you have any difficulties accessing the system, please contact Booz Allen at PERM_Help_Desk@bah.com during support hours of 8AM – 8PM EST 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: Advance Notice of Eligibility Review Error

Perm ID	ICN	Source Location	Program	Claim Category	Finding Code	Date
STATEM1234M567	XXXXXX0011	CAPMAN	Medicaid	50	ER10	02/12/2026
STATEM9876M543	XXXXXX5566	CAPMAN	Medicaid	50	ER4	02/12/2026

If you have received this message in error, please contact the sender immediately and be aware that the use, copying, or dissemination of this information is prohibited. This email transmission contains information from Booz Allen that may be considered privileged or confidential and is intended solely for the named recipient.



Using SMERF

SMERF Overview

- The SMERF Home Page provides access to different areas of the application, PERM contact information, and helpful external links.
- This section of the slide deck provides instructions on navigating SMERF once a state user has successfully logged into SMERF.

Payment Error Rate Measurement (PERM) Project

Welcome [REDACTED] Organization: State of New York [[Log Off](#)]
Session expires in: 13 minutes

HOME 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.

[RY27 SMERF State User Guide](#)

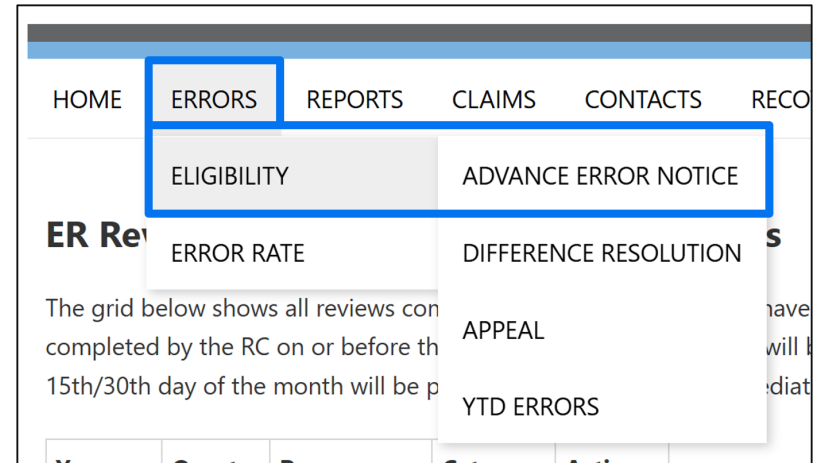
PERM RC Review Year specific questions:
Please refer any questions about the PERM RC RY 2027 Contract to the e-mail address: PERM_ERC@bah.com

Links

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

Errors – Eligibility – Advance Error Notice of Eligibility Reviews

- The **Advance Error Notice** page displays eligibility reviews completed by the ERC that contain an error finding and will be reported on an upcoming SUD report.
 - SUD reports are released on the 15th and 30th of each month.
- Advance error findings are available for review within 24 hours.
 - Findings posted within 24 hours of a SUD report will not appear on this page.



ER Reviews Advance Notifications of Errors

The grid below shows all reviews completed by the RC or ERC that have an error finding and will be reported on an upcoming Sampling Unit Disposition (SUD) Report. Medical Records Reviews and Data Processing Reviews completed by the RC on or 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. Eligibility Reviews completed by the ERC on or 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.

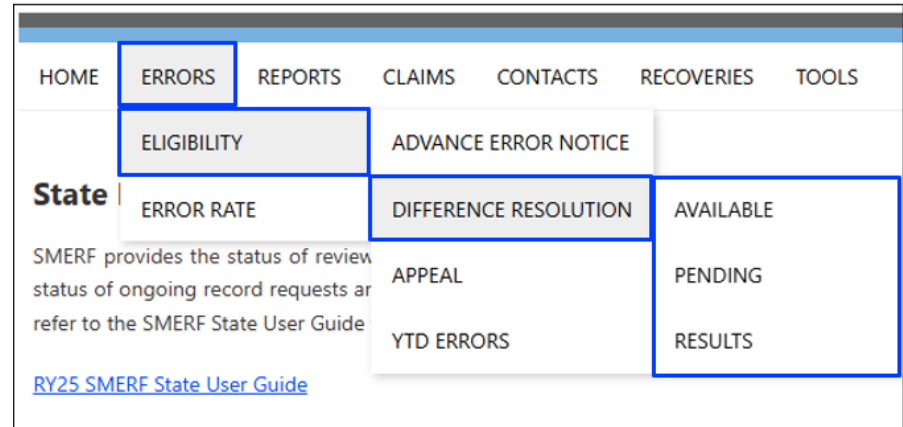
Year: 2027 | Quarter: ALL | Program: ALL | Category: ALL | Find

PERM ID	State Claim ID	Source Location	Category	Findings	RC Completed Date
NY0000000000021	NY0000000000021		99	999	1/18/2026
<p>Finding Code: ERT</p> <p>Qualifier: Resources verification not on file/incomplete</p> <p>Error Amount: \$120.11</p> <p>Reviewer Decision: [Reviewer Decision] - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor in nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse c deserunt mollit anim id est laborum.</p> <p>Policy Reference: [Policy citation] - Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum.</p>					

After you search under the preferred Year, Quarter, Program, and Category, a list of PERM IDs with Advance Error Notices will appear. Click the + or – to expand or collapse the details.

Errors – Eligibility – Reviews Available for Difference Resolution

- To view eligibility reviews that are available for a DR, click the **Errors** menu, and then select **Eligibility**, **Difference Resolution**, and then **Available**.
- State users can also check the status or results of a requested DR.
- Click the **Paper** icon to view an ER, and click the **Pencil** icon to request a DR.



The screenshot shows the 'ER Reviews Available for Difference Resolution' page. A callout box points to the 'Findings' column of the table, stating: 'Multiple findings (if applicable) cited for the same PERM ID will be listed as available for DR in the Findings column. States can request a DR on each finding separately.'

Year	Quarter	Program	Category	Action
2027	ALL	ALL	ALL	Find

PERM ID	State Claim ID	Source Location	Category	Findings	ERC Completed Date	State Notice Date	DR Request Deadline
+ NYM2201E025	NY0000000000025		99	ER5	01/19/2026	01/19/2026	02/24/2026
+ NYM2201E026	NY0000000000026		99	ER1	01/19/2026	01/19/2026	02/24/2026
+ NYM2201E028	NY0000000000028		99	ER3	01/19/2026	01/19/2026	02/24/2026
+ NYM2201E029	NY0000000000029		99	ER5	01/19/2026	01/19/2026	02/24/2026
+ NYM2201E030	NY0000000000030		99	ER1	01/19/2026	01/19/2026	02/24/2026

Filing an Eligibility Difference Resolution

- The applicable federal regulation for filing a DR can be found here: The Code of Federal Regulation, [42 C.F.R. § 431.998](#).
- Relevant clauses include:
 - The state must file the DR within 25 business days after the review findings are published in a SUD report.
 - The state must be able to demonstrate the following:
 - Have a factual basis for filing the request.
 - Provide valid evidence directly related to the finding(s) to support the state's position.
- More information on how to provide this evidence to the ERC can be found in the *PERM ERC SFTP Access for External Clients* document in SMERF under **Tools>State User Educational Resources**.

Requesting an Eligibility DR

- Click the link for the desired PERM ID from the list of reviews available for DR.
- Navigate down the review details page and click the **Request Difference Resolution** tab.
- Enter a reason and click the **Submit** button to complete a DR. Clicking **Save** will store a record but won't submit.
- **Do not include personal health information (PHI) or personally identifiable information (PII) in comments.**

The screenshot shows a web interface for requesting a Difference Resolution (DR). At the top, there are two tabs: 'ERC Review Details' and 'Request Difference Resolution', with the latter being the active tab. Below the tabs, there is a text box for entering reasons for the DR, with a warning not to include PHI. The form contains several fields: 'Request Difference Resolution' (Yes), 'Finding Code' (ER5 - Not eligible for enrolled program; non-financial issue), and 'Qualifier' (Requirement not met). A large text area for 'Comments (Do not include PHI/PII)' is highlighted with a blue border. At the bottom, there are three buttons: 'Save', 'Cancel', and 'Submit', with 'Submit' also highlighted by a blue border.

ERC Review Details | Request Difference Resolution

Enter reasons why you're requesting the Difference Resolution. Insert specific reasons in the text box below for the error you are disputing. **(Do not include PHI)**. If you need to submit documentation containing PHI please refer to the ERC's instructions for submitting records. Please be advised that text from Word documents or other sources can be copied (CTRL+C) and pasted (CTRL+V) into the sections below. The Comments field will not accept images or imbedded/uploaded files.

Request Difference Resolution: Yes

Finding Code: ER5 - Not eligible for enrolled program; non-financial issue

Qualifier: Requirement not met

Comments (Do not include PHI/PII):

Save Cancel Submit

Errors – Eligibility – DR – Pending and Results

- To view pending eligibility DRs, click the **Errors** menu, and then select **Eligibility, Difference Resolution**, and then **Pending**.
- To view results of eligibility DRs, click the **Errors** menu, and then select **Eligibility, Difference Resolution**, and then **Results**.

The screenshot shows a navigation menu with the following structure:

- HOME
- ERRORS** (highlighted with a blue box)
 - ELIGIBILITY (highlighted with a blue box)
 - ADVANCE ERROR NOTICE
 - DIFFERENCE RESOLUTION** (highlighted with a blue box)
 - APPEAL
 - YTD ERRORS
 - AVAILABLE**
 - PENDING**
 - RESULTS** (highlighted with a blue box)
- REPORTS
- CLAIMS
- CONTACTS
- RECOVERIES
- TOOLS

Below the menu, there is a section titled "ER Rev" with a sub-section "ERROR RATE". The text below reads: "The grid below shows all reviews available for the current report. The day when the finding was..."

Year	Quarter	Program
------	---------	---------

Requesting an Appeal

- The relevant federal code for filing an appeal can be found here: The Code of Federal Regulation, [42 C.F.R. § 431.998](#).
- Relevant clauses include:
 - The state may appeal to CMS for final resolution by filing an appeal in SMERF within 15 business days from the date the ERC's finding as a result of a 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.
- More information on how to provide this evidence to the ERC can be found in the *PERM ERC SFTP Access for External Clients* document in SMERF under **Tools>State User Educational Resources**.

Errors – Eligibility – DRs Available for Appeals

- To review eligibility DRs available for appeal, click the **Errors** menu, and then select **Eligibility**, **Appeal**, and then **Available**.

The screenshot displays a web application interface with a navigation menu at the top. The menu items are HOME, ERRORS, REPORTS, CLAIMS, CONTACTS, RECOVERIES, and TOOLS. The ERRORS menu is highlighted with a blue box, and its sub-menu is open, showing ELIGIBILITY, ADVANCE ERROR NOTICE, and DIFFERENCE RESOLUTION. The ELIGIBILITY sub-menu is also highlighted with a blue box, and its sub-menu is open, showing APPEAL and AVAILABLE. The APPEAL sub-menu is highlighted with a blue box, and its sub-menu is open, showing PENDING and RESULTS. The AVAILABLE sub-menu is highlighted with a blue box. Below the navigation menu, there is a section titled "ER Rev" and a sub-section titled "ERROR RATE". Below this, there is a text box that says "The grid below shows all reviews for". Below the text box, there is a table with columns for Year, Quarter, and Program. The Year column has a dropdown menu with "2027" selected. The Quarter column has a dropdown menu with "ALL" selected. The Program column has a dropdown menu with "ALL" selected. Below the table, there is a "Find" button. Below the "Find" button, there is a "YTD ERRORS" section with a dropdown menu showing "ALL".

Year	Quarter	Program
2027	ALL	ALL

YTD ERRORS

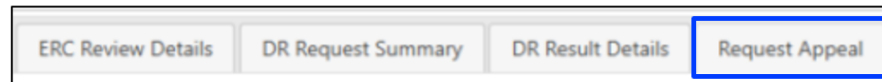
Find

ALL

Errors – Eligibility – DRs Available for Appeals (cont'd.)

- Click the link for the desired PERM ID to view case details.
- To request an eligibility appeal, click the **Request Appeal** tab.

Year	Quarter	Program	Category	Action	PERM ID	State Claim ID	Source Location	Category	Findings	ERC Completed Date	State Notice Date	Appeal Request Deadline
2027	ALL	ALL	ALL	Find	103622015021	NV000000000021		99	ER1	01/29/2026	01/29/2026	02/25/2026



Errors – Eligibility – Pending Appeals and Results

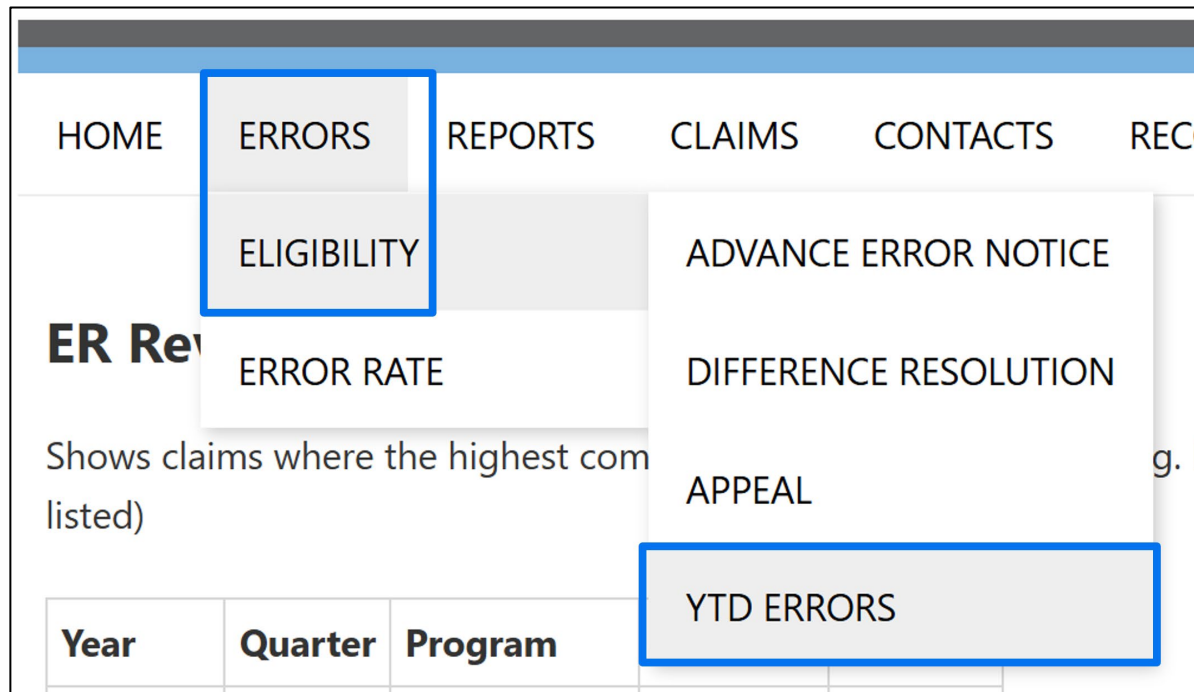
- To review pending eligibility appeals, click the **Errors** menu, and then select **Eligibility, Appeal**, and then **Pending**.
- To review final eligibility results, click the **Errors** menu, and then select **Eligibility, Appeal**, and then **Results**.

The screenshot shows a web application interface with a navigation menu at the top. The menu items are: HOME, ERRORS, REPORTS, CLAIMS, CONTACTS, RECOVERIES, and TOOLS. The 'ERRORS' menu item is highlighted with a blue box. Below the navigation menu, there is a dropdown menu for 'ERRORS'. The dropdown menu items are: ELIGIBILITY, ADVANCE ERROR NOTICE, ERROR RATE, DIFFERENCE RESOLUTION, APPEAL, AVAILABLE, YTD ERRORS, PENDING, and RESULTS. The 'APPEAL' menu item is highlighted with a blue box. Below the dropdown menu, there is a section titled 'ER Rev' and a text box that says 'The grid below shows all reviews for'. Below this text box, there is a table with columns: Year, Quarter, Program, and YTD ERRORS. The table has a search bar with a 'Find' button. The 'PENDING' and 'RESULTS' menu items are highlighted with a blue box.

Year	Quarter	Program	YTD ERRORS
2027	ALL	ALL	ALL

Errors – Eligibility – YTD Errors

- To view eligibility YTD errors, click the **Errors** menu, and select **Eligibility** and then **YTD Errors**.
- This page displays cases where the current review result contains an error finding.



Errors – Eligibility – Error Rate

- To view error rate documents, click the **Errors** menu, and select **Eligibility** and then **Error Rate**.
- In the **Year** drop-down list, select the desired year and then click the **Find** button.
- When error rate documents are available, user can click the **PDF** icon in the far-right column.
- Historical information can be obtained by reaching out to your CMS Liaison.

Error Rate Documents

Year	Action
2027 ▾	Find

Error Rate District of Columbia FY2027

Description ↑	
Columns	Page 1 of 0 10 ▾

No records to view

SMERF Reports

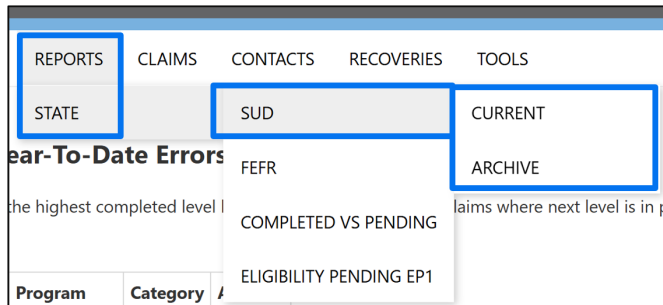
- To access available reports, click the **Reports** menu, select **State**, and then select the desired report.
- Reports can be downloaded, saved as Word or PDF documents, and some reports can be exported to Excel.

The screenshot shows a web application interface with a navigation menu at the top. The menu items are HOME, ERRORS, REPORTS, CLAIMS, CONTACTS, and RECOVERIES. The REPORTS menu is open, showing a dropdown with the following options: STATE, SUD, FEFR, COMPLETED VS PENDING, and ELIGIBILITY PENDING EP1. The STATE option is highlighted. Below the menu, the 'ER Reviews Year-To-Date Errors' report is displayed. The report title is 'ER Reviews Year-To-Date Errors' and the description is 'Shows claims where the highest completed level (not listed)'. Below the description is a table with the following columns: Year, Quarter, Program, Category, and A.

Year	Quarter	Program	Category	A
------	---------	---------	----------	---

SMERF Reports – SUD Reports

- To access available reports, click the **Reports** menu, select **State**, and then select the desired report.
- Reports can be downloaded, saved as Word or PDF documents, and some reports can be exported to Excel.
- To review a state SUD report, select **Current** or **Archive** after selecting **State** and then **SUD**.
 - To view the current SUD, click the **View** link to download the report (bottom left image).
 - To view an archived SUD, click the **Paper** icon to download the report (image not shown).



Eligibility Review Current Sampling Unit Disposition Reports	
Description	View
Current Eligibility Review Sampling Unit Disposition Report	View
Year-to-Date Eligibility Review Sampling Unit Disposition Report FileType	View

Selected Criteria: State: NY

[Export to Excel](#)

1 of 2 ?

100%

CMS Sensitive Information - Requires Special Handling - CONFIDENTIAL

PERM Year-to-Date Eligibility Review Sampling Unit Disposition Report New York

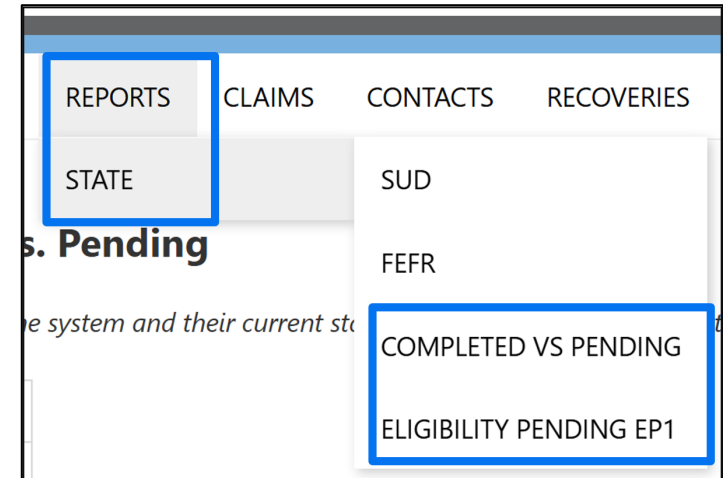
State Name	Program Name	Total Claims Reviewed	Total Amount Paid	State's Overpayment	State's Underpayment	Number of Claims with Review Error	Number of Claims with Deficiencies
New York	Medicaid	38	\$4,507.18	\$0.00	\$0.00	18	0

Detail report by Perm ID

Perm ID	State Claim ID	Claim Category	State Name	Quarter	Sampling Level	Amount Paid	Source Location
NYM2701F001	NY0000000000001	99	New York	1	Entire Claim	\$100.11	
Finding Code: EC			Overpayment:	\$0.00	Underpayment:	\$0.00	
NYM2701F002	NY0000000000002	99	New York	1	Entire Claim	\$101.11	
Finding Code: EC			Overpayment:	\$0.00	Underpayment:	\$0.00	
NYM2701F003	NY0000000000003	99	New York	1	Entire Claim	\$102.11	
Finding Code: EC			Overpayment:	\$0.00	Underpayment:	\$0.00	
NYM2701F004	NY0000000000004	99	New York	1	Entire Claim	\$103.11	
Finding Code: EC			Overpayment:	\$0.00	Underpayment:	\$0.00	

SMERF Reports – Completed vs. Pending

- To review all claims as well as their current status, click the **Reports** menu, and select **State** and then **Completed vs Pending**.
- To review eligibility claims with a pending (EP1) status, the **Reports** menu, and select **State** and then **Eligibility Pending EP1**.



Completed vs. Pending

Shows all claims in the system and their current status. Claims that were not reported on a Sampling Unit Disposition report are considered pending.

Year: 2027 Action: Find

Export to Excel

Report generated on 02/03/2026

ICN	PERM ID	Qty	Claim Category	Program Name	Sampled Line	Medicare Crossover	Billing Provider Number	Billing Provider Name	Billing Provider NPI	Performing Provide Number	Performing Provide Name	Performing Provide NPI	Amount Paid	Ad Ind	DP Findr Code	DP Reasc	DP State Over	DP State Under
TEST2900163810000	TXC2700E001	0	99	CHIP	1	0	GP4025	HAWKEYE PIERCE	1234567914				\$ 427.00		N/A		\$ 0.00	\$ 0.00
TEST9400685812800	TXC2700E002	0	99	CHIP	4	0	GP2505	HAWKEYE PIERCE	1234567896				\$ 296.08		N/A		\$ 0.00	\$ 0.00
TEST4400942815700	TXC2700F003	0	99	CHIP	1	0	1818MR	HAWKEYE PIERCE	1234567920				\$ 690.08		N/A		\$ 0.00	\$ 0.00
TEST7100165812500	TXC2700E004	0	99	CHIP	1	0	DEC300	HAWKEYE PIERCE	1234567934				\$ 864.00		N/A		\$ 0.00	\$ 0.00
TEST7100026811900	TXC2700E005	0	99	CHIP	6	0	EX1422	HAWKEYE PIERCE	1234567935				\$ 382.32		N/A		\$ 0.00	\$ 0.00
TEST9400599440100	TXC2700E006	0	99	CHIP	Entire Claim	0	340420	HAWKEYE PIERCE	1234567897				\$ 372.82		N/A		\$ 0.00	\$ 0.00
TEST4500000000000	TXC2700E046	0	30	CHIP	Entire Claim	N	PCM140						\$ 230.96		N/A		\$ 0.00	\$ 0.00
TEST8200000000000	TXC2700E047	0	30	CHIP	Entire Claim	N	PCM140						\$ 230.96		N/A		\$ 0.00	\$ 0.00
TEST8200000000000	TXC2700M001	0	50	CHIP	Entire Claim	N	HM1000						\$ 190.68		N/A		\$ 0.00	\$ 0.00











Claims



- To search for specific claims, click the **Claims** menu, and then select **Search**.
- Enter desired filters and then click the **Find** button.
- View claim details by clicking the link for the PERM ID or its **Paper** icon in the far-right column.

Claim Search

Year	Quarter	Program	Category	Action
2027 ▾	ALL ▾	ALL ▾	ALL ▾	Find

Claim Identifier Type: PERM ID ▾ Claim Identifier:

PERM ID	State Claim ID	Sampling Level	Year	State	Quarter	Claim Category	Program	Source Location
NYM2701F054	NY0000000000054	Entire Claim	2027	New York	1	99	Medicaid	
NYM2701F053	NY0000000000053	Entire Claim	2027	New York	1	99	Medicaid	
NYM2701F052	NY0000000000052	Entire Claim	2027	New York	1	99	Medicaid	
NYM2701F051	NY0000000000051	Entire Claim	2027	New York	1	18	Medicaid	
NYM2701F050	NY0000000000050	Entire Claim	2027	New York	1	99	Medicaid	
NYM2701F049	NY0000000000049	Entire Claim	2027	New York	1	99	Medicaid	
NYM2701F048	NY0000000000048	Entire Claim	2027	New York	1	99	Medicaid	
NYM2701F047	NY0000000000047	Entire Claim	2027	New York	1	99	Medicaid	
NYM2701F046	NY0000000000046	Entire Claim	2027	New York	1	99	Medicaid	
NYM2701F045	NY0000000000045	Entire Claim	2027	New York	1	99	Medicaid	

Columns  Excel Page 1 of 6  10 ▾ View 1 - 10 of 54

Claims (cont'd.)

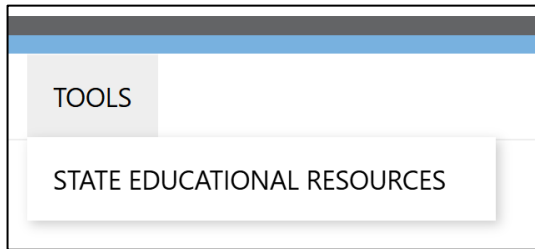
- The **Eligibility Review** tab will appear under claims details if an ER is planned or conducted for the PERM ID.
- Detailed information on the review is available on this tab, including status and findings.

The screenshot displays the 'Eligibility Review' tab within a claims management interface. The interface includes a navigation bar with tabs for 'Policies', 'Providers', 'Eligibility Review', 'Comments', and 'QC'. The main content area is titled 'ELIGIBILITY REVIEW' and is divided into several sections:

- Review Status:** A box indicating 'REVIEW STATUS: IN PROCESS'.
- Case Details:** A table with three columns: 'MAGI/NonMagi', 'Full/Emergency Services', and 'Application/Renewal Date'. The rows contain 'Federal Eligibility Category', 'Point of Application', 'Determination/Redetermination Date', 'State Eligibility Category 1', 'Channel of Application', and 'Date of Last Action'. The bottom row contains 'State Eligibility Category 2' and 'Case Action'.
- Review History:** A section with a header 'LEVEL: APPROVED FOR SUD STATUS: NEW' and a 'Summary' box containing 'Completed Date:'.
- Payment Information:** A table with three rows: 'Total Eligibility Claim Payment in Error: \$0.00', 'Federal Error Amount: \$0.00', and 'State Error Amount: \$0.00'.
- Findings:** A box containing the text 'There are no findings in the system for this level.'

Tools – State Educational Resources

- The **Tools** tab contains useful links for state users
- Click the **Tools** menu, and then select **State Educational Resources**.



- The image on the right highlights resources that are currently available, which include:
 - State User Guide
 - State SMERF Overview
 - ERC Resources (Booz Allen)
 - SC Resources (The Lewin Group)

State User Educational Resources

State User Guides

- [RY27 SMERF State User Guide](#)

SMERF Overviews

- [State SMERF Overview](#)

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](#)

Other Resources

- [Acronym List](#)
- [Federal Security Requirements for PERM Contractors FAQs](#)

Contacts

- To view existing state contacts, click the **Contacts** menu and then select **Search**.
- To edit or deactivate an existing contact, click the **Edit** link in the **Edit** column and then select either the **Edit Contact** or **Deactivate Contact** button.

Organization: Eligibility Review Contractor (BAH)
Address 1:
Address 2:
City:
State:
Zip:
Phone:
Extension:
Fax:
Email:
Agency:
Position:
Receives Final Errors for Recoveries Emails: No

[Edit Contact](#)
[Deactivate Contact](#)
[Back to Search](#)

HOME ERRORS REPORTS ADMIN CLAIMS CONTACTS RECOVERIES TOOLS

SEARCH
NEW

PERM Contacts

The purpose of the contact module is to supply the information needed by the SMERF system to notify states through emails about the status of PERM reviews. In addition, this module will allow states to independently make changes, deletions or additions to their State's contacts for those staff that they want copied on SMERF system emails

Name	Email	Organization	Roles	Status	Edit
		Eligibility Review Contractor (BAH)	CHIP: Eligibility Review Contractor Medicaid: Eligibility Review Contractor	ACTIVE	Edit
		State of Dist. of Columbia	CHIP: Primary ER Medicaid: Primary ER	ACTIVE	Edit

Page 1 of 1 View 1 - 2 of 2

Contacts (cont'd.)

- To add a new state contact, click the **Contacts** menu, and then select **New**.
- Enter the contact's information.
- Notify your ERC State Policy Analyst of any changes so email notifications can be updated.

HOME REPORTS ADMIN CLAIMS ELIGIBILITY CMS CONTACTS RECOVERIES TOOLS POLICIES

LIST

New Contact

Organization: State of Dist. of Columbia

Title: Suffix:

First Name: * Middle Name: Last Name: *

Address 1:

Address 2:

City: State: Zip:

Phone: Extension: Fax:

Email: *

Agency:

Position:

State Contact Roles and Notifications

- After entering the new state contact's information, use the **Medicaid**, **CHIP**, and **Other** tabs to identify the role of the contact and whether the contact is the primary or secondary contact for each field. These selected roles determine what notifications contacts will receive from the ERC.
- The **Help** tab provides information on the roles and correspondence each role receives.
- Click the **Save** button once all information is entered.
- **Each state must have at least one primary ER contact to receive PERMalerts.**

The screenshot shows a web form with a tabbed interface at the top. The tabs are labeled "Medicaid", "CHIP", "Other", and "Help". The "Medicaid" tab is currently selected. Below the tabs, there are several fields for selecting roles and notifications:

- Program Director (FEFR Letter Addressee):**
- Eligibility:**
- SC PERM Contact:**
- State Data Contact:**
- Fiscal Agent Data Contact:**
- Senior Staff Contact:**
- Policy Expert:**
- Finance CMS 64/21 Contact:**
- Eligibility Lead:**

At the bottom of the form, there are two buttons: a blue "Save" button and a red "Cancel" button.



Contact Information

SMERF Contact Information

- Contact PERM_Help_Desk@bah.com for questions or issues with the following:
 - SMERF login or functionality issues
 - Assistance with SMERF-related topics
 - Suggestions for improvements to SMERF
- Contact PERM_ERC_RY2027@bah.com with questions or concerns regarding PERM RY 2027.
- If you have failed all three attempts at ID proofing within the IDM, call Experian directly at 1-833-203-6550. You'll need to provide the IDM reference number associated with your failed attempt.