

Aetna Better Health® of Kansas

Payment Error Rate Measurement (PERM) RY22 Audit

Medical Records Requests

Beginning in mid-May, the CMS PERM Audit Review Contractor, *NCI, Inc.*, will be requesting medical records from providers whose Medicaid or CHIP *Fee-for-Service* claims are randomly selected for review.

If one or more of your claims is selected, KDHE will notify you via an announcement letter. An educational webinar will be offered to help direct you through the process of submitting records. Actual medical records requests will arrive at your office directly from *NCI, Inc.* KDHE staff will be available to answer questions and assist you in meeting submission deadlines.

To learn more about the RY2022 PERM review, please visit the CMS PERM website at www.cms.gov/PERM. Refer to the “Providers” link on the left side of the webpage.

On this website you can access information such as:

- [PERM: Responding to Medical Record/Documentation Requests](#)
- Provider Education Frequently Asked Questions
- MRR Initial Request Letter
- Claim Category Matrix
- PERM Overview for Providers

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: Providerexperience_KS@aetna.com