

FY 06 & 07 Best Practices Action Plan

Recommendation	CMS Action	Status	Next Steps
Orientation			
Compile a complete orientation manual that houses all requirements, guidelines, etc., and an example of an eligibility sampling plan.	CMS is developing a section as part of the State Medicaid Manual and State SCHIP Manual for PERM.	In Progress; completion date to be determined.	Finalize the PERM manual. A sample of an eligibility sampling plan will be included in the PERM Manual. A sample of a medical record request letter to a provider will be posted on the PERM website. The DDC has been including a list of required documentations when each medical record request is made. The PERM manual will be available on the CMS website.
Create a cheat sheet for each cycle that outlines all the requirements and guidelines that have changed since the prior cycle.	CMS will create a cheat sheet showing differences between FY 2006 and FY 2009.	Cheat sheet completed.	Cheat sheet created and will be posted on the PERM website in late August.
Begin orientation as early as possible; hold targeted trainings.	CMS is implementing a pre-cycle phase beginning with FY09.	In Progress: to be completed no later than mid-November.	Pre-cycle training will include one-on-one calls between each State and the contractors. Pre-cycle activities are being planned and will occur in September and October of 2008; including on-site visits to a few States if possible.
Consider creating a forum for States to find answers to State-specific questions.	CMS will ask the PERM Technical Advisory Group (TAG) to consider creating a State-only forum.	Pending TAG input.	Call between CMS and the TAG scheduled for September 10 to discuss.

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<u>Communication</u>			
Give States as much notice as possible for upcoming deadlines.	CMS is creating a timeline that details due dates for each of the PERM components.	In progress: estimated completion date of mid-September.	CMS creating timeline that will detail due dates for each of the PERM components of fee-for-service, managed care, and eligibility for State use. We will notify States through a Listserv.
When requirements or policies change, notify all the States.	CMS to notify all States when requirements or policies change.	Ongoing	Notification to occur through the PERM website, State Health Official letters, and the State Medicaid/SCHIP manuals, as appropriate. We will notify States of changes made via the website, SHO letter or manuals through a Listserv.
Appropriate professionals should participate in conference calls to answer technical questions.	CMS will issue an agenda in advance of scheduled calls and have subject matter experts participate as appropriate.	Ongoing	Each CMS cycle manager will ensure subject matter staff attends calls.
<u>Websites</u>			
Reorganize the CMS website to make it easier to navigate by including a Frequently Asked Questions (FAQ), a sitemap, and a contact list.	CMS to discuss with the TAG.	In Progress: estimated completion date mid-September.	CMS will discuss with the TAG during the September call the possibility of forming a sub-committee on the issue of the PERM website reorganization. CMS rules prohibit FAQs on the PERM website. The current FAQs are on the PERM website under "PERM Policy Issues." Contractor contacts are listed on the PERM website and will be updated for FY 2009.

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<p>Consolidate all PERM websites into a single website or create a cheat sheet that lists out what can be found on each website and have data formatting standard across the websites.</p>	<p>A unique PERM ID to be assigned to each sampling unit at the time the samples are drawn. This number will be used across all contractors, enabling the States to track sampling units throughout the PERM process.</p>	<p>In Progress: completion date TBD.</p>	<p>Unique PERM claim identification is being used for FY 2008.</p> <p>CMS contractors are exploring possibility of creating a cheat sheet and standardizing data across websites.</p>
<p>Date everything that is posted on the CMS website using a standard format and notify the States via e-mail of changes/updates.</p>	<p>All download links will be dated in the future. CMS is creating a Listserv so that the States will be notified through email of changes.</p>	<p>In Progress: creation of Listserv to be completed end of September.</p>	<p>Date download links and create Listserv.</p>
<p>An “in progress” category should be added to the SMERF site rather than only putting claims up on the site once an error code is assigned.</p>	<p>The RC’s website has been modified to allow States to view each sampling unit and its findings.</p>	<p>Completed</p>	<p>If a sampling unit has been coded as insufficient documentation, MR2, the state can see:</p> <ul style="list-style-type: none"> • the reviewers’ notes which indicate what information was missing • additional information requested from the provider

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<u>Medical records</u>			
Do not request medical records during the month of December.	CMS to explore this recommendation.	In progress: estimated completion date: TBD.	CMS will explore the possibility of reconciling this recommendation with the PERM timeline and 60-day record submission timeframe.
Develop a list of definitions used in the medical records requests.	Gather more information through the TAG.	Pending	Discuss on September TAG call.
<u>Data Processing</u>			
Have SMERF training before DP orientation visit.	Orientation to the RC's website will happen before DP reviews start for a State.	Ongoing	Orientation occurs as information becomes available, so screens are filled with data for viewing.
<u>Difference resolution/recoveries</u>			
Create a cheat sheet on the sampling unit disposition (SUD) report and final recoveries.	Update the SMERF State User Guide.	In Progress: estimated completion date – TBD.	The CMS Review Contractor will update the guide and incorporate: <ul style="list-style-type: none"> • Screen shots of the SUD report and the final error for recoveries report with explanations or descriptors. • A process flow diagram and narrative explanation for each report.

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Clarify when to leave cells blank and when to enter a zero on the PETT website.	Revise eligibility forms and instructions for clarity.	In Progress: estimated completion date: FY 2009 cycle.	Incorporate revised forms in current eligibility instructions.
<u>Eligibility</u>			
The PETT calculator is inconsistent for different versions of Excel.	Explore adopting this recommendation.	In Progress: estimated completion date: FY 2009.	CMS is working with its contractor to explore ways to have the PETT calculator accommodate all Excel versions.
<u>Corrective action</u>			
Developing a corrective action plan might be difficult for States with error rates primarily due to providers refusing to send in records.	CMS will be available to assist States with corrective actions.	Ongoing	CMS has developed a provider education letter which States can incorporate in their training. The provider education letter can be viewed at: http://www.cms.hhs.gov/PERM/Downloads/ProviderEducationLetter.pdf