

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2025132 SEPTEMBER 16, 2025

IHCP presents results of review year 2024 CMS Payment Error Rate Measure audit

The Indiana Health Coverage Programs (IHCP) received the results from the review year 2024 (RY2024) Centers for Medicare & Medicaid Services (CMS) Payment Error Rate Measure (PERM) audit, which reviewed claims paid between July 1, 2022, and June 30, 2023. The claims were reviewed by federal contractors for adherence to state and local laws, rules, and policies for program eligibility and coverage under both the fee-for-service (FFS) and managed care delivery systems.

Providers' failure to respond to documentation requests, initial or follow-up, remains a serious concern. The IHCP would like to remind providers they must fully cooperate and make available upon request all records and information necessary to ensure the appropriateness of IHCP payments made to providers.

Key areas of concern in the IHCP 2024 CMS PERM audit include the following:

- Documentation errors
 - ⇒ Such as no documentation, insufficient documentation and improperly completed documentation
- Billing errors
 - ⇒ Such as the number of units billed were either more than what was documented in the medical records or less than what was documented in the medical records



The Office of Medicaid Policy and Planning (OMPP) has provided education on the importance of documentation. Those educational articles can be found by searching the [IHCP Bulletins](https://in.gov/medicaid/providers) webpage at in.gov/medicaid/providers. The IHCP also has many provider education resources located on the IHCP [Provider Education](#) webpage. Further, there are additional trainings provided by Program Integrity on the [Program Integrity Provider Education Training](#) webpage. To avoid documentation and billing errors, providers are encouraged to review the [Provider References](#) and the [Billing and Remittance](#) webpages. These webpages have many essential resources for providers including provider reference modules, which are the primary reference for billing and reimbursement guidance for providers conducting business with the IHCP.

OMPP Program Integrity also recommends that providers regularly complete self-audits. This practice allows providers to ensure they are in compliance with state and local laws, rules and policies. Adopting a self-audit practice is a valuable resource in avoiding significant documentation and billing errors.

The IHCP is also alerting providers that the RY2027 CMS PERM audit will be starting later this year. This review year will examine claims paid between July 1, 2025, and June 30, 2026. Indiana Family and Social Services Administration (FSSA) IHCP PERM project staff will be providing additional information as the start of the review approaches. Contact information for the IHCP PERM project staff is as follows:

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