



INFORMATIONAL LETTER NO. 2478-MC-FFS

DATE: June 19, 2023

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Federal Fiscal Year (FY) 2024 Payment Error Rate Measurement (PERM) Program – Change of Review Contractor

EFFECTIVE: Upon Receipt

This informational letter (IL) updates [IL 2429-MC-FFS](#)¹.

As noted in IL 2429-MC-FFS, Iowa is participating in the federal FY 2024 PERM program. The IL stated that providers may be contacted by the Centers for Medicare and Medicaid Services (CMS) review contractor, NCI Information Systems, Inc. (NCI), who will collect medical records either in hard copy or electronic format. The CMS review contractor has changed names and is now known as **Empower AI**. As a reminder, the medical records request letters will be sent to Iowa Medicaid-enrolled providers at any time upon completion of the data sampling process.

If you have questions, please contact Iowa Medicaid Provider Services:

Iowa Medicaid Provider Services:

- Telephone: 1-800-338-7909
- Email: imeproviderservices@dhs.state.ia.us

¹ <https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=a5b05345-f728-4109-a981-e155581a6f73>