

Recovery Audit Contractor Reminders

May 30, 2024

Performant is now the RAC for all of National Government Services Part A and Part B lines of business in Jurisdiction K.

As part of the audit process, Performant may request specific items or complete records to support the billing and coding of the claim(s) under review. They stated they observed a large increase of providers who are not returning the documentation requested for review.

As a reminder, if you receive a request for additional information from the RAC, it's crucial that you return the information as requested within the time frame noted by the RAC.

If the requested records are not received, the case is automatically found unfavorable, the service(s) are denied and recoupment of paid services occurs. This results in the provider needing to initiate an appeal and continue through that process by submitting necessary documentation, which in turn is time consuming and costly for your organization.

To avoid unnecessary delays and potentially incorrect findings, submit the documentation requested to the RAC to support the billing and coding of the claims under review within the requested time frame. You may submit records via esMD, CD/DVD, or paper methods. Send one complete submission of records as the audit time frame begins upon receipt of any record related to the review. Do NOT send multiple submissions of records. To learn about esMD, visit [Electronic Submission of Medical Documentation \(esMD\) | CMS](#).

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Additional information and provider resources are located on Performant's website. From this site you may access information specific to JK (Region 1)

Performant also offers a secure provider portal. Visit [PERFORMANT](#) to learn more.

Reference: NGS Website