



**State of Florida
Department of Children and Families**

Rick Scott
Governor

David E. Wilkins
Secretary

DATE: July 15, 2013 **TRANSMITTAL NO.:** I-13-07-0011

TO: Economic Self-Sufficiency Operations Managers
Economic Self-Sufficiency Program Offices

FROM: Lawayne E. Salter, Chief, Program Policy (**Signatures on File**)
Tonyaleah Veltkamp, Chief, Quality Management

SUBJECT: Payment Error Rate Measurement (PERM) Corrective Action

EFFECTIVE: Upon Receipt

The purpose of this memorandum is to remind staff of the appropriate process for determining Medicaid eligibility and introduce a statewide required corrective action plan to improve performance.

Background:

As a result of deficiencies identified during the Payment Error Rate Measurement (PERM) review, federal regulation requires a corrective action plan to address the appropriate determination of Medicaid eligibility.

Headquarters previously issued the following transmittals: [P-12-12-0025](#), [C-10-04-0004](#); explaining the appropriate process for determining Medicaid eligibility, assigning the correct review period and what constitutes a review for the Medicaid Program.

Corrective Action Plan:

To ensure compliance with correctly determining Medicaid eligibility, the following corrective action measures were implemented:

Targeted Case Reviews:

Quality Management staff is currently conducting targeted case reviews for the Medicaid Eligibility Quality Control (MEQC) Pilot Project for Federal Fiscal Year (FFY) 2013 ending September 2013. The case reviews focus on the complete Medicaid eligibility determination process.

1317 Winewood Boulevard, Tallahassee, Florida 32399-0700

Performance Monitoring:

- Existing alerts used to notify staff to take action at the end of the two month postpartum period for pregnant women have been modified to establish a higher priority level for case action.
- Errors cited as a result of the case review must be corrected within the established time frames as established by Quality Management and will be monitored for compliance.

If there are policy questions, region offices may contact Tracey Harrelson at (850) 717-4560 and for Quality Management/Corrective Action Plan questions contact Renita Robinson at (850) 717-4134.

cc: Director (Jeri Flora)
Customer Call Center (Pat Badland, Liesta Sykes, Irene Hill, Georgina Santana)
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