



**AmeriHealth Caritas**<sup>™</sup>  
New Hampshire

**To:** AmeriHealth Caritas New Hampshire Providers  
**Date:** May 20, 2021  
**Subject:** Introduction to Performant’s “Retrospective Outpatient Services Audit”

In a continuing effort to manage health care costs and enhance the quality of services provided to our members, AmeriHealth Caritas New Hampshire (ACNH) has engaged Performant Recovery, Inc. (“Performant”) to perform retrospective outpatient services claims payment audits.

Beginning August 1, 2021, Performant will identify outpatient claims (*i.e.*, Ambulatory Payment Classification (APC), Non-APC payment structures (such as percent of charge or case rate), and Ambulatory Surgical Centers (ASCs)), that have potentially been paid in error, request medical records, and conduct a clinical audit on the selected claims. Audits will be conducted in accordance with the recovery lookback timeframes set forth in your provider contract with ACNH, as well as pursuant to ACNH’s contract with NH Department of Health and Human Services. The purpose of these audits is to determine the accuracy of both the information submitted for reimbursement and the amount paid based on the claim. Performant’s audit work has been customized in accordance with ACNH provider contracts and payment policies.

In this role, Performant acts as ACNH’s business associate, as defined by the implementing regulations of the Health Insurance Portability and Accountability Act of 1996, as amended, whereby the business associate is held to the same standards related to the use and disclosure of protected health information (“PHI”) as ACNH. Pursuant to Performant’s agreement with ACNH, Performant is authorized to request, receive, document and discuss the PHI of ACNH members in connection with conducting the activities described in this notice.

You may receive a letter from Performant requesting that you provide information as part of the audit process. In order to conduct the audit, ACNH requires that you submit complete information upon request to Performant. It is important that you read and respond in a timely manner to the instructions provided in Performant’s audit request. If you have any questions, please contact Performant at **1-844-308-3781** or the ACNH Provider Services department at **1-833-609-2264**.

Thank you for your cooperation and assistance in our efforts to improve the integrity of this government funded healthcare program.

Sincerely,  
Provider Network Management