

We Are Live with Performant Recovery, Inc.

Purpose of this communication:

- To inform providers that CareCentrix will be utilizing Performant Recovery, Inc. (Performant) as our claims payment integrity vendor effective March 1, 2023.

What do I need to know?

- Performant will act as an independent auditor for Wellcare PDGM claims, where they will assist in identifying overpayments.
- CareCentrix has contracted with Performant to perform an audit of claims paid to your agency. Provider audits will be conducted to determine if you conformed to appropriate billing practices and billed CareCentrix for medically necessary, covered services as required under your contract with CareCentrix.
- Providers will have the ability to appeal any findings with Performant.
- After any appeals with Performant have been exhausted, providers will be required to refund the overpayment to CareCentrix. If the overpayment is not refunded timely, CareCentrix will pursue recovery of the overpayment including through recoupment.
- For full details about the Performant audit process, please refer to the [Provider Manual](#).

What do I need to do?

- No immediate action is required at this time.
- If you have any questions about this process or on a specific claim that is being audited, please reach out to Performant at **1 (844) 308-3781** between the hours of **9 a.m. to 5 p.m. EST, Monday – Friday**.

Thank you in advance for your cooperation and continued partnership.