

**WEISMAN CHILDREN'S REHABILITATION HOSPITAL (WCRH)
ADMINISTRATIVE MANUAL**

SUBJECT: Patient/ Provider Communication via Permedion Portal

NO: AM 3.33

**EFFECTIVE DATE: 12/2022
REVIEWED / REVISED: 01/24**

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PURPOSE:

The purpose of this policy is to provide guidance concerning permedion records request processing.

POLICY:

Permedion is a wholly owned subsidiary of HMS. Permedion provides independent utilization and external medical review for both state government and private clients. Permedion audits ensure that inpatient and outpatient services are medically necessary and billed appropriately.

PROCEDURE:

1. A permedion notification is sent via email, subject titled: *New Permedion Documents Have Been Uploaded to DOTS* (i) request for records, (ii) encounter details, (iii) encounter summary and (iv) appeals.
2. Permedion notification emails will list the review cycle and pathway in order to locate the specified document.

i. Pathway:

New Jersey Utilization Review\Rvw Cycle Thirteen\Provider Denial Rates\Encounter Claims\Weisman Children s Rehab Hosp (7584407)\

3. Email and attachment is forwarded to all responsible parties
 - i. Business Office Director to provide billing
 - ii. Director of Social Work/Care Coordination & Extended Services to provide physician medical necessity and insurance approval
 - iii. Director of Health Information Management to provide medical records
4. Once all documents are gathered and provided to HIM, HIM will submit all documents electronically in PDF format to Permedion's portal.

- i. All files must be saved and submitted according to permedions assigned file number (P15807.LASTNAME_FIRSTNAME_CONTROLNUMBER)
- 5. Instant confirmation is received and saved to HIM's share drive > Weisman > Permedion folder.

Administrator