

Region [Region #] Recovery Audit Contractor (RAC)

Date: [Request Date]

[Point of Contact]

[Physician Practice Name]

[Street Address Line 1]

[Street Address Line 2]

[City, State ZIP]

Re: [Provider Name] - NPI [Provider NPI]

Subject: Welcome to Performant Recovery RAC

Letter Request ID: [Letter Request ID]

Batch ID: [Batch number – letter sequence number]

Dear Medicare Provider,

The Centers for Medicare & Medicaid Services (CMS) has retained Performant Recovery, Inc. (Performant) to carry out the Recovery Audit Contractor (RAC) program in Region (Select for Region 1) [1 which includes MI, IN, CT, OH, NY, VT, NH, ME, MA, RI, and KY] (Select for Region 5) [5 which is Nationwide]. The RAC program, mandated by Congress, is aimed at identifying Medicare improper payments.

Performant would like to take this opportunity to provide you with information regarding the Claim Status section of our website. If you would like to view the status of any documentation that has been sent to Performant in response to our Additional Documentation Request (ADR) letter or Initial Finding Notification Letter, please visit the Performant RAC Website (<https://www.performantrac.com>) and select "Provider Portal" located at the top of the page, then select the link to the left of the page named "Claim Status".

Your user name and password will be:

Username: [Provider NPI]

Password: [Provider Password]

For greater website security you will be required to change your password on the first logon.

If you have any questions regarding this letter or difficulties accessing our website (including password resets), please direct your inquiry to Customer Service at 1-866-201-0580. Our staff of professional customer service specialists look forward to assisting you with all of your RAC related inquiries.

[Note: This letter is sent only once in conjunction with the first ADR or Automated Notice letter]

Performant Recovery, Inc.

[Address 1]

[Address 2 (if necessary)]

[City, State, Zip]

866-201-0580 TOLL FREE

325-224-6710 FAX

www.performantrac.com