



PERFORMANT

Region [x] Recovery Auditor Contractor (RAC)

Date: [Request Date]

Letter Request ID: [Letter Request ID]

[Point of Contact]

[Physician Practice Name]

[Street Address Line 1]

[Street Address Line 2]

[City, State ZIP]

Re: [Provider Name] [Provider NPI]

Subject: Welcome to Performant Recovery RA

Dear Medicare Provider,

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

Performant Recovery 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 Recovery in response to our Additional Documentation Request (ADR) letter or Initial Finding Notification Letter, please visit [Performant's RAC website \(http://performantrac.com\)](http://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.

Sincerely,

Performant Recovery, Inc.

Region [x]

Recovery Auditor Contractor

Performant Recovery, Inc.
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San Angelo, TX 76904

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325-224-6710 FAX
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