DME, Home Health, Skilled Nursing Facility Audit Program

Frequently Asked Questions

Why is this claim being audited?
Performant conducts DME, Home Health, and Skilled Nursing Facility audits. This clinical validation reviews medical documentation to ensure each diagnosis, procedure, or supply is documented and supported by clinical record.

What do I do if I have questions regarding an audit?
Please contact Performant Customer Service Department at the number below.
1-844-308-3781
Monday-Friday
9am to 5pm EST

Where do I send medical records when requested for an audit?
Mail: **Fax:** 1 (925) 245-8244

Performant Healthcare Solutions
ATTN: Records Department
PO Box 3568
San Angelo, TX 76902

Online:
Performant has teamed up with NantHealth | NaviNet. To register for this option, go to Register.NaviNet.net to access the online registration form and follow the prompts to set up a new account. For additional information, go to HelpCenter.NantHealth.com or contact NaviNet Support at (888) 482-8057.

Where do I send medical records for an appeal/ reconsideration/ dispute?
Mail: **Fax:** 1 (925) 245-8243

Performant Recovery, Inc.
Attn: Reconsideration Dept.
P.O. Box 60410
San Angelo, TX 76906-0410

Online:
Using the NaviNet portal as described above.

Which EX codes indicate a Performant audit?
EX Codes aJ, aK, aL, aN, aQ found on the EOP will indicate that a claim was recouped/adjusted due to a Performant audit.