

# Payment Error Rate Measurement (PERM) Review Year (RY) 2025 Updates

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WISCONSIN DEPARTMENT  
*of* HEALTH SERVICES

# Payment Error Rate Measurement (PERM)

- Measures improper payments in the Medicaid and the Children's Health Insurance Program (CHIP) benefits
- PERM program uses a 17-state, three-year rotation cycle for measuring improper payments; every state is measured once every three years.
- 3% is the national standard established under 1903(u) of the Social Security Act for the eligibility component.

# PERM RY25

## Eligibility Improper Payments

Review Period: July 1, 2023-June 30, 2024

### Medicaid

National: 4.42%

Wisconsin: 0.00%

### Children's Health Insurance Program (CHIP)

National: 5.23%

Wisconsin: 4.04%

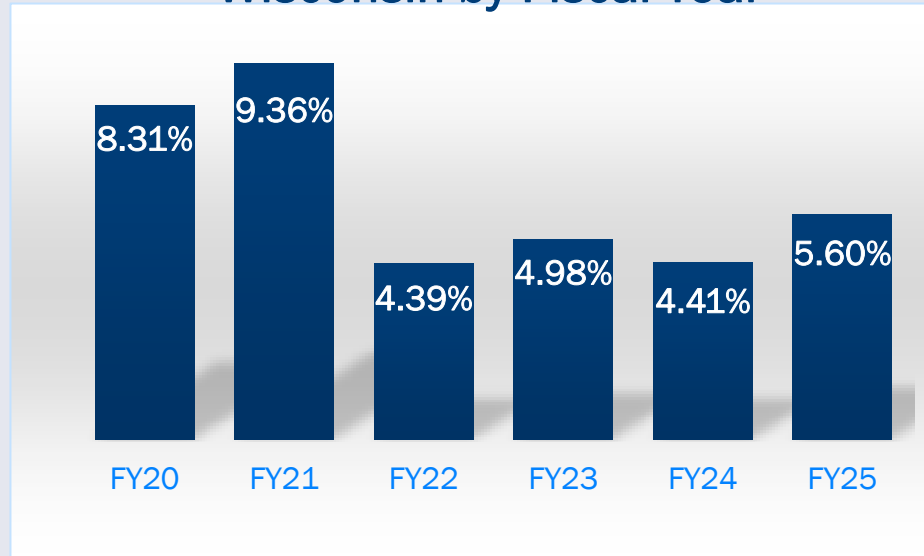
# **FSQC Error Data Oct. 2024-Sept. 2025**

FFY2025

# Active Error Rate

Month	FY25
10-2024	7.56%
11-2024	5.52%
12-2024	7.25%
01-2025	7.96%
02-2025	8.62%
03-2025	4.29%
04-2025	4.74%
05-2025	5.75%
06-2025	3.44%
07-2025	1.82%
08-2025	5.96%
09-2025	3.81%
<b>Cumulative</b>	<b>5.60%</b>

Wisconsin by Fiscal Year



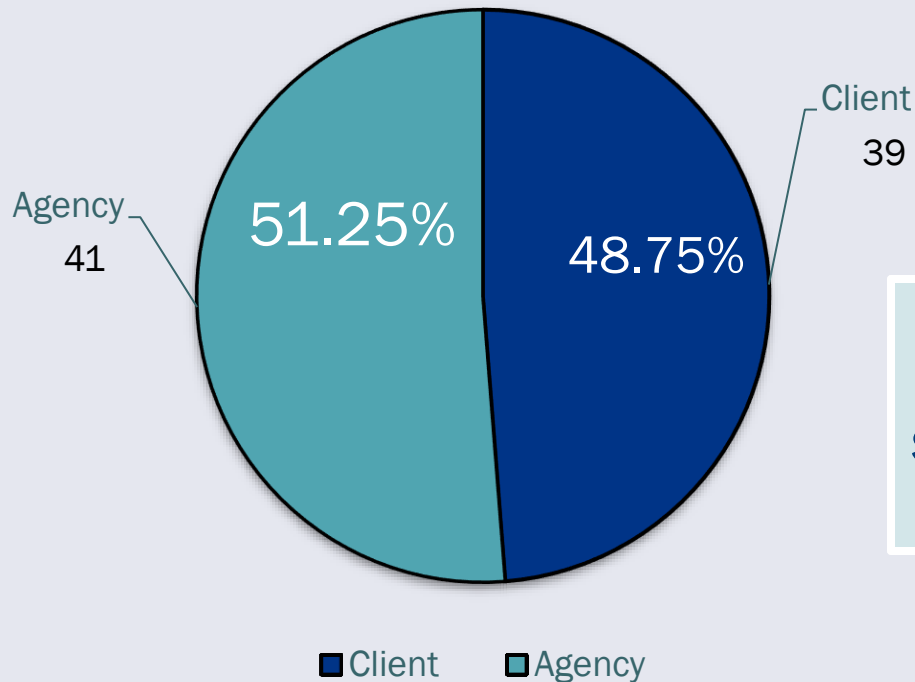
## 48 Errors at Recertification

22 – Agency Caused  
26 – Client Caused

## 32 Errors at Certification

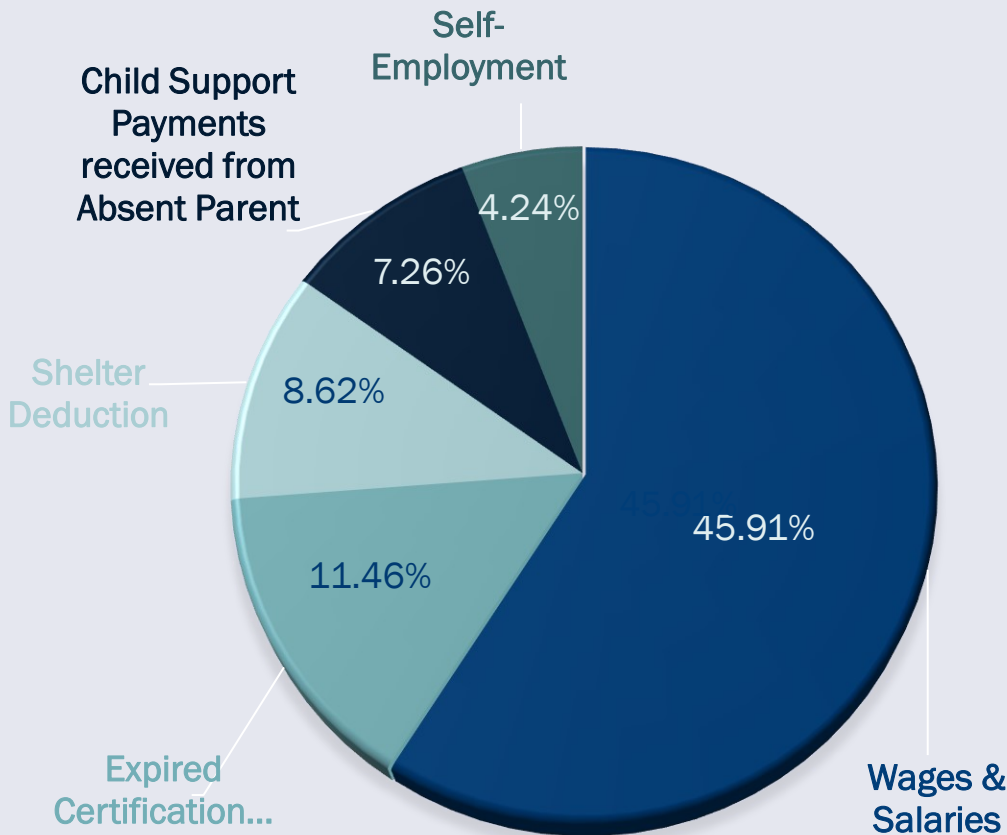
19 – Agency Caused  
13 – Client Caused

### Error Cause



80 Total Cases in Error  
\$16,843 in Error Dollars

# Top 5 Error Element Ranking by Cost



<b>Wages &amp; Salaries</b>	<ul style="list-style-type: none"> <li>• 31 Cases</li> <li>• \$7,732 Error Dollars</li> </ul>
<b>Expired Certification period</b>	<ul style="list-style-type: none"> <li>• 4 Cases</li> <li>• \$1,931 Error Dollars</li> </ul>
<b>Shelter Deduction</b>	<ul style="list-style-type: none"> <li>• 13 Cases</li> <li>• \$1,452 Error Dollars</li> </ul>
<b>Child Support Payments Rec'd from Absent Parent</b>	<ul style="list-style-type: none"> <li>• 7 Cases</li> <li>• \$1,223 Error Dollars</li> </ul>
<b>Self-Employment</b>	<ul style="list-style-type: none"> <li>• 5 Cases</li> <li>• \$714 Error Dollars</li> </ul>

# CAPER Error Rate

SAMPLE MONTH	CASES SELECTED	INVALID CASES	NEGATIVE CASE ERROR RATE	CUMULATIVE NEGATIVE CASE ERROR RATE
October	68	10	14.71%	14.71%
November	50	13	26.00%	19.49%
December	57	12	21.05%	20.00%
January	52	8	15.38%	18.94%
February	52	11	21.15%	19.35%
March	66	11	16.67%	18.84%
April	62	13	20.97%	19.16%
May	51	8	15.69%	18.78%
June	60	13	21.67%	19.11%
July	66	9	19.70%	19.18%
August	62	11	17.74%	19.04%
September	70	18	25.71%	19.69%

## Top 3 Case Error Element Ranking

Error Elements	Denials	Terminations	Suspensions	Invalid Cases	Percent of Total
Verification	25	18	0	43	30.50%
Notices	29	6	1	36	25.53%
Wages & Salaries	25	3	0	28	19.86%

# Member Experience Survey

Purpose ~ Create a uniform set of questions to collect member experience during interactions with Income Maintenance agencies that can be used to inform policy, processes, training, and programs



# Survey Results

(Genesys only)

Statewide

4<sup>th</sup> Quarter 2025

October - December



## SURVEY



# CUMULATIVE

Completed~29,363

Full  
Response~17,915

Partial  
Response~11,448

91%



Were you treated with courtesy and respect on this call?

85%



Were you satisfied with the services today?

81%



Were all of your questions and concerns addressed on this call?

92%



Do you understand what the next steps are to help address the reason for your call?

85%



Was the information given to you clear and easy to understand?

88%



Were you happy with the quality of the bilingual services you received today?  
(Offered only for Spanish & Hmong)?

# ENGLISH

Completed~27,249

Full Response~16,757

Partial Response~10,492

91%



Were you treated with courtesy and respect on this call?

85%



Was the information given to you clear and easy to understand?

81%



Were all of your questions and concerns addressed on this call?

81%



Were you satisfied with the services today?

83%



Do you understand what the next steps are to help address the reason for your call?

# SPANISH

Completed~2,049

Full  
Response~1,136

Partial  
Response~913

88%



Were you treated with courtesy and respect on this call?

84%



Were you satisfied with the services today?

81%



Were all of your questions and concerns addressed on this call?

85%



Do you understand what the next steps are to help address the reason for your call?

84%



Was the information given to you clear and easy to understand?

88%



Were you happy with the quality of the bilingual services you received today?

# HMONG

Completed~65

Full  
Response~22

Partial  
Response~43

84%



Were you treated with courtesy and respect on this call?

80%



Were you satisfied with the services today?

64%



Were all of your questions and concerns addressed on this call?

69%



Do you understand what the next steps are to help address the reason for your call?

73%



Was the information given to you clear and easy to understand?

83%



Were you happy with the quality of the bilingual services you received today?

# Questions?

Contact us:

[DHSEligibilityQualityControl@dhs.wisconsin.gov](mailto:DHSEligibilityQualityControl@dhs.wisconsin.gov)