

**DEPARTMENT OF HEALTH AND HUMAN SERVICES
DIVISION OF MEDICAL ASSISTANCE
OPERATIONS
HEARING OFFICE – PROVIDER**

PROGRAM RECORDS RETENTION AND DISPOSITION SCHEDULE

The Program Records Retention and Disposition Schedule and retention periods governing the records series listed herein are hereby approved. In accordance with the provisions of Chapters 121 and 132 of the General Statutes of North Carolina, it is agreed that the records of the

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do not and will not have further official use or value for administrative, research, or reference purposes after the respective retention periods specified herein. The Department of Cultural Resources consents to the destruction or other disposition of these records in accordance with the retention and disposition instructions specified in this schedule. The agency agrees to comply with 07 NCAC 04M .0510 when deciding on a method of destruction. Electronic records will be destroyed so that the data and metadata are overwritten, deleted, or unlinked in such a way that the records may not be practicably reconstructed. Confidential records will be destroyed in such a manner that the records cannot be practicably read or reconstructed. However, records subject to audit or those legally required for ongoing official proceedings must be retained until released from such audits or official proceedings, notwithstanding the instructions of this schedule.

The Department of Health and Human Services and the Department of Cultural Resources agree that certain records series possess only brief administrative, fiscal, legal, research, and reference value. These records series have been designated by retention periods which allow them to be destroyed when “*reference value ends.*” The Department of Health and Human Services hereby agrees that it will establish and enforce internal policies setting minimum retention periods for records with this disposition instruction. Without the establishment of internal policies, the agency is not authorized by the Department of Cultural Resources to destroy these records. For those record series scheduled to be microfilmed, the Department of Health and Human Services will be responsible for cost of microfilm production.

The Department of Health and Human Services and the Department of Cultural Resources concur that the long-term and/or permanent preservation of electronic records require additional commitment and active management by the agency. The Department of Health and Human Services agrees to comply with all policies, standards, and best practices published by the Department of Cultural Resources regarding the creation and management of electronic records.

E-mail messages sent or received by Executive Branch agencies shall be retained for 5 years pursuant to Executive Order No. 12 (issued May 21, 2013 by Governor Pat McCrory). Any e-mail messages requiring retention longer than 5 years, including those with permanent historical value, shall be designated with specific retention periods in this program records schedule. Public records including electronic records not listed in this schedule or in the *General Schedule for State Agency Records* are not authorized to be destroyed.

The Department of Health and Human Services agrees to destroy, transfer or dispose of records in the manner and the times specified herein. This schedule is to remain in effect until superseded.

APPROVAL RECOMMENDED



B. Monica Hughes
Chief Records Officer



Dee Jones, Director of Operations
Division of Medical Assistance



Dave Richard, Deputy Secretary
Division of Medical Assistance

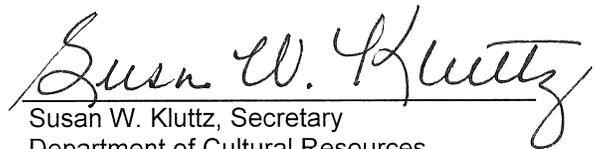


Sarah E. Koonts, Director
Division of Archives and Records

APPROVED



Rick Brajer, Secretary
Department of Health and Human Services



Susan W. Klutz, Secretary
Department of Cultural Resources

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ITEM 48347. HEARING APPEALS FILE

Records concerning hearings, including provider appeals, appeals by long-term care residents who are being transferred or discharged from an adult care home or skilled nursing facility, appeals of Preadmission Screening and Resident Review (PASRR) determinations, and second level reviews for Health Choice recipients who have a denial, reduction, suspension, or termination of health services. File includes appeal requests, decision letters, and other related records submitted with appeal. File also includes electronic recordings of transfer discharge and PASRR appeals hearings. (Comply with applicable provisions of 45 CFR § 164.502, G.S. § 8-53, and G.S. § 130A-12 regarding confidentiality of medical records.)

DISPOSITION INSTRUCTIONS: Destroy electronic recordings in office after 1 year. Transfer remaining records to the State Records Center 2 years after case is closed. Records will be held for agency in the State Records Center 3 additional years and then destroyed.