

RECORDS RETENTION SCHEDULE

RC-50 - Revised 3/2006

(Return to Public Records Administrator)



STATE OF CONNECTICUT
 Connecticut State Library
 PUBLIC RECORDS ADMINISTRATION
 231 Capitol Ave., Hartford, CT 06106

FOR OFFICE USE ONLY
 Retention Schedule # 07-06-01

AGENCY: Department of Social Services	ADDRESS: 25 Sigourney Street Hartford, CT 06106
DIVISION or UNIT: Managed Care/HUSKY/Dental	

This schedule is: original; revised.
 If revised, enter previous retention schedule number here: # _____
 Page 1 of 2 pages

Item Number	RECORD SERIES ¹ TITLE	APPROVED RETENTION PERIOD			Legal Requirements
		Office (A)	Off-site ² (B)	Total (A + B)	
1	Client Appeal Files (unit copy) including but not limited to Notice Of Action (NOA), correspondence and other supporting documentation concerning an appeal of a denied claim. Arranged by Managed Care Organization and then by year	2 years after date of filing	N/A	2 years after date of filing	Original appeal records are located in agency legal department where claim is filed
2	Client Complaint Files includes correspondence and other supporting documentation concerning complaints by individual clients against providers	1 year after date of resolution	0	1 year after date of resolution	
3	Quality Review Audits for Managed Care Services. Includes internal reviews and EQA reports filed by outside auditor.	3 years after audit completed	N/A	3 years after audit completed	
4	Contractor Files (Managed Care and Other Contractor) consisting of copies of master contracts, copies of subcontractor contracts and information concerning contract renewals	6 years after termination	N/A	6 years after termination	
5	Sanction Files (Managed Care and Other Contractor) consisting of correspondence, directives and other related materials.	7 years from date of sanction	N/A	7 years from date of sanction	
6	Program Data (Managed Care and Other) including but not limited to enrollment statistics and utilization of services submitted by program contractors and managed care organizations on contract with the state for quality control and quality improvement purposes. Maintained in electronic format.	10 years	N/A	10 years	

¹ A Record Series is a group of similar or related records arranged under a single filing system or kept together as a unit because they relate to a particular subject, result from the same activity, or have a particular form.

² The State Records Center or an approved off-site facility. Records with a permanent retention period cannot be stored at the State Records Center. If you believe a record should be maintained permanently outside the office, it should be appraised for possible transfer to the State Archives. In this case, leave blank, and the State Archivist will review it.

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		Office (A)	Off-site ² (B)	Total (A + B)	
7	Marketing Materials (Managed Care and Other Contractors) including membership handbooks, flyers and brochures, plan summaries and other related materials	current version + 2 years	N/A	current version + 2 years	
8	Reports (Managed Care and Other Programs) produced using raw data submitted by contractors and managed care organization on contract with the state. Reports include but not limited to enrollment statistics and utilization of services	10 years	N/A	10 years	
9	Service Provider Data for medical transportation of Medicaid Clients (does not include Managed Care)	10 years	N/A	10 years	
10	State Children's Health Insurance Plan (SCHIP) filed with Federal Government including authorizing documentation	8 years after program terminated	N/A	8 years after program terminated	
11	State Medicaid Health Plan Waivers filed with the federal government.	current plan plus previously authorized plan		current plan plus previously authorized plan	Federal requirement 42USC 1315 Sec. 1115 SS Act; plans are in effect for 2 years.

Approved (<i>Agency Records Management Liaison Officer</i>) Hope Langer-Marshall (signature on file)	Typed Name of RMLO: Hope Langer-Marshall		Title: Research Analyst	Date: 7/25/2007
Approved (<i>State Archivist</i>) Mark H. Jones (signature on file)	Date: 8/17/2007	Approved (<i>Public Records Administrator</i>): Eunice G. DiBella (signature on file)		Effective Date of Schedule: 08/17/2007