

Record Series Subject And Description Of Government Records

1.0 GENERAL

1.1 The following **Defense Health Agency (DHA)** records shall be maintained by all contractors regardless of media. If this section does not contain a description of a record created by the contractor for the Government, contact the **DHA** Records Management Officer for instructions. Follow the guidance in the sections below for indexing and record series number requirements. **Each series number includes a list of possible metadata elements that might be used. Each series number also includes a list of possible index elements for paper records.** For additional guidance, follow the “**DHA** Records Retention Schedule” (hereafter referred to as “**DHA** RRS”) for record series numbers and disposition instructions. Contact the **DHA** Records Management Office to obtain a current copy of the **DHA** RRS.

1.2 If **DHA** contractors cannot identify a specific series number from the **DHA** RRS to apply to a particular type of record, consult the National Archives and Records Administration (NARA) General Records Schedule (GRS) available on NARA’s web site.

1.3 GRS

Record Series Number: GRS 23, Number 8

Description: Logs, registers, and other records used to control or document the status of correspondence, reports, or other records that are authorized for destruction by the GRS or a NARA-approved Standard Form (SF) 115.

Metadata*/Index Elements: Date; Subject

Disposition: GRS 23, Number 8.1: Destroy when two years old.

(*Formally categorized as TRICARE Encounter Data (TED) 101-01 Records)

1.4 Office General Management Files

Record Series Number: 101-01

Description: Documents relating to internal management or general administration of an office.

Metadata/Index Elements: Date; Subject

Disposition: Destroy after one year or on discontinuance.

1.5 Record Locator Files

- Record Series Number:** 101-05
- Description:** Documents used to locate files in the current files area, Records Holding Area (RHA) or records center. Included are retained copies of the records shipment transmittal sheets with backup (e.g., SF-135, Itemized Listings, File Plans, and Certificates of Destruction).
- Metadata/Index Elements:** Accession/Transfer Number; Record Series; Contract Name; Contract Number
- Disposition:** Destroy file plans and lists of file numbers when superseded. Destroy shipment lists when six years old after related records are destroyed or after the related records are transferred to the National Archives, whichever is applicable. GRS 16, Item 2.a.(2).

1.6 Non-Policy Administration Files

- Record Series Number:** 102-07
- Description:** Correspondence, transmittal memoranda, instructions, and other related material of a non-policy nature on internal administration and operations.
- Metadata/Index Elements:** Date; Subject
- Disposition:** Cut off when superseded or obsolete; destroy three years after cut off.

1.7 Informational Record Files

- Record Series Number:** 102-15
- Description:** Documents not required as supporting documentation of a TRICARE claim or health care service. Included are: administrative memoranda, courtesy copies of correspondence, copies of correspondence which are circulated for informational purposes only, papers, drafts, stenographic notebooks, tape or wire recordings, feeder reports which are transcribed to basic data reports, temporary or interim material, and other data used to prepare record material. Completed surveys from which electronic data is captured, working papers or background information which has been generated or accumulated for inclusion in a final report or document.
- Metadata/Index Elements:** Date; Subject
- Disposition:** Destroy these materials 90 days after serving the purpose that they are collected.

1.8 Congressional Correspondence

Record Series Number: 102-18

Description: Inquiries received directly by the contractor from congressional offices and the contractor's reply.

Metadata/Index Elements: Date; Subject

Disposition: 102-18.1: Retire to the Washington National Records Center (WNRC) when one year old; destroy when seven years old.

1.9 Administrative Files

Record Series Number: 103-03

Description: Documents relating to the overall or general routine administration, but exclusive of specific records described elsewhere in this chapter. Included are: DHA, Department of Defense (DoD), or General Accounting Office (GAO) audit reports on contractor's performance, administrative costs, benefit payments or any other issue including related correspondence; routine comments on instructions, directives or other publications prepared by another office, e.g., comments on coordinated drafts of manual instructions; evaluations of suggestions that do not result in issuing an instruction; management improvement reports; cost reduction information; travel arrangements; internal security arrangements; and administrative reports.

Metadata/Index Elements: Date; Subject

Disposition: Destroy after five years or discontinuance, whichever is first.

1.10 Health Insurance Portability and Accountability Act (HIPAA) Files for Individual Beneficiaries

Record Series Number: 203-18

Description: **Authorizations for uses and Disclosures:** Files that contain authorizations from individuals for uses and disclosures of their Protected Health Information (PHI).
Accounting Disclosures: Files that provide an accurate accounting of the date, nature, and purpose of each PHI disclosure, including documents that show the subject individual's name; requestor's name and address; purpose and date of disclosure; and proof of subject individual's consent, when applicable.

Description (Continued):

Amendment Case Files: Files contain requests for amendment, contractor’s agreement to amend, or agreement not to amend records and all supporting documentation.

Complaint Case Files: Files contain letters of complaint, contractor’s response and any supporting documentation.

Control Records: Files containing (1) logs which track authorizations, accounting, amendment, and complaint files, records maintained in the Protected Health Information Management Tool (PHIMT) system, and other HIPAA files relating to individual requests, such as requests for record access, restrictions on disclosure and requests for confidential communications, together with contractor responses and supporting documentation for such requests; and (2) logs which track other records within the scope of the HIPAA Privacy, Security, and Breach Rules, including contractor training logs, and records under other records series named in this section.

Requests for Access to PHI: Files contain original requests for PHI, copies of contractor responses and all related supporting documentation.

Metadata/Index Elements: TMA Claim Number; Image Control Number; Sponsor Date of Birth (DOB); Beneficiary DOB; Sponsor Name; Beneficiary Name; Requestor Name; Date; Subject; Request Number; DoD Benefits Number (DBN); DoD Identification Number; Electronic Data Interchange Person Number (EDIPN)

Disposition: Close out at end of calendar year in which use of records is completed; destroy six years after that calendar year.

1.11 Accounting Files

Record Series Number: 206-09

Description: Bank analysis reports, accounts receivable reports, unable to adjust remittances and non-financially underwritten bank account reports, including enrollment financial records of payments made by the beneficiary.

Metadata/Index Elements: Date; Subject (DRAC - HT0003#; DRAM#; DRAL#; DRAC Files; Name); Account Number; Schedule Number; Voucher Number

Disposition:

206-09.1: Destroy six years, three months after period covered by account.

206-09.2: Destroy when one year old.

1.12 Quality Assurance Studies and Analyses of Health Care Quality

Record Series Number:	905-02
Description:	Studies and evaluations when required, not resulting in issuance of new standards.
Metadata/Index Elements:	TMA Claim Number; Image Control Number; Sponsor SSN; Sponsor DOB; Beneficiary DOB, Sponsor Name; Beneficiary Name; Program Name; Report Name; Date; Subject; Case Identifier; Document Control Number (DCN)
Disposition:	905-02.2: Destroy when five years old.

1.13 TRICARE Contractor Claims Records

Record Series Number:	911-01
Description:	<p>Abortion Claims Files: Documents required during the processing of abortion claims.</p> <p>Adjusted Claims: Records which are acquired or utilized in the development and processing of adjusted claims.</p> <p>Beneficiary History and Deductible Files: Computer generated records reflecting the contractor's processing of claims and health care services.</p> <p>Case Management Files (Preauthorization/Authorization): This series includes all those records generated within the health care services function involving pre-authorizations, authorization, medical review, peer review, concurrent review, and second level review performed by the medical directors. These notes include copies of medical records and copies of prescriptions and other annotations that are maintained elsewhere in the original case files. These records include the major case files noted as Case Management Files, Extended Care Health Option (ECHO), and other more complex medical case histories.</p> <p>Enrollment and Disenrollment Files: Computer or manually generated records and all supporting documents which the contractor uses in the enrollment process.</p> <p>Mental Health Case Files: These files consist of all documents required in the processing of mental health claims. This series includes cases which have gone to peer review or have been denied at the contractor level. Peer reviews and all associated papers shall be filed in the case file, not kept separate.</p>

Description (Continued): **Provider Files:** Computer or manually generated records and supporting documents which are used in establishing and documenting a provider as authorized to provide services or supplies under **DHA**. Included are network agreements, sanction documents, provider signature on file, and provider power of attorney.

Reimbursement File Records: Computer or manually generated data and all supporting documents which the contractor uses in determining the payment to beneficiaries or providers. Included are all special rate agreements.

Third Party Liability (TPL) Case Records: Documents relating to a TPL cases.

TRICARE Contractor Claims Records: Any record acquired or used by the contractor in the development and processing of claims. These records include but are not limited to: claims (TRICARE claims or other forms approved by the **DHA**); and supporting documentation, i.e., receipts (itemized statements); medical reports (operative or daily nursing notes, lab results, etc.); authorization forms; certifications of eligibility; double coverage information; completed subrogation forms, certification of emergency statements; powers of attorney or statements of legal guardianship; claim development documentation; includes development documentation maintained on an electronic record, i.e., notepad; and correspondence and other comparable documentation which result in or support specific claim processing and payment determinations.

Metadata/Index Elements: Sponsor Name; Sponsor SSN; Sponsor DOB; DBN; DoD Identification Number; TMA Claim Number; Beneficiary Name; Beneficiary SSN; Beneficiary DOB; Image Control Number; Begin Date of Service; End Date of Service; Provider Name; Provider Taxpayer Identification Number (TIN); **National Provider Identifier (NPI)**; Record Sub-Series; Date; **SSN**; **DCN**

Disposition: 911-01: Close out at end of the calendar year in which received. **Destroy 10 year(s) after cut off.**

1.14 TRICARE Benefit Check Records

Record Series Number: 911-02

Description: Checks paid to beneficiaries or sponsors and providers, and any relevant records to include check vouchers, registers, and canceled or voided checks resulting from non-receipt, loss, theft, or non-delivery. **Electronic Funds Transfer (EFT) file information containing details about electronic payment to providers or beneficiaries.**

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Metadata/Index Elements: Check Number; Check Issue Date; Payee Name; Account Number; Check Serial Number; Check Sequence Number; Check Amount; Image Control Number; **TMA Claim Number; Sponsor SSN; Sponsor Name;** Check View Type; **Provider Number; Payee Identifier; DCN; Financial Arrangement (Bank Account Number); DBN; DoD Identification Number**

Disposition: Close out at the end of the calendar year in which paid, or voided, as applicable; hold one additional year; and retire to the FRC. The FRC shall destroy after an additional five years retention.

1.15 Explanation Of Benefits (EOB)

Record Series Number: 911-03

Description: **Beneficiary EOBs:** Forms used to advise beneficiaries and/or sponsors of the action taken on their TRICARE claims.
Provider EOBs (Summary Payment Vouchers): Forms used to advise providers of the action taken on claims they submitted to TRICARE.

Metadata/Index Elements: Sponsor Name; Sponsor SSN; Sponsor DOB; Beneficiary Name; **Beneficiary DOB;** TMA Claim Number; DBN; DoD Identification Number; Begin Date of Service; End Date of Service; Provider Name; Image Control Number; Provider TIN; **NPI; Provider Number; Check Number**

Disposition: 911-03: Close out at end of the calendar year in which received. **Destroy 10 year(s) after cut off.**

1.16 Appeals And Hearings Case Records

Record Series Number: 911-04

Description: Claimant requests for reconsiderations, written statements or evidence, medical records pertaining to the claims under appeal, notices of review decision and other papers resulting from the appeals process.

Metadata/Index Elements: **Image Control Number; Beneficiary DOB;** Sponsor Name; Sponsor SSN; Sponsor DOB; Beneficiary Name; DBN; DoD Identification Number; TMA Claim Number; Begin Date of Service; End Date of Service; Provider Name; Provider TIN; **NPI; SSN; DCN**

Disposition: Place in inactive file upon final action on the case. Close out inactive file at the end of the calendar year in which action was taken, hold one additional year, and retire to the FRC. Destroy after five years' retention in the FRC.

1.17 Contractor And Subcontractor Files

Record Series Number:	911-05
Description:	Contractor agreements with subcontractors, leases for building space, equipment, consulting, and other services. Included are DHA approvals, amendments, and similar documents.
Metadata/Index Elements:	Contract Name; Contract Number; Sub Contract Name; Sub Contract Number; Agreement Title/Document Name; Date
Disposition:	Close out at the end of the calendar year in which paid, or voided, as applicable; hold one additional year; and retire to the FRC. The FRC shall destroy after an additional five years retention.

1.18 TRICARE Provider Authorization File

Record Series Number:	911-06
Description:	<p>Certification of Institutional Providers of Healthcare Cases Files: These files consist of certification of institutional providers of healthcare as authorized TRICARE providers that meet all applicable provisions of law and regulation. The files include: TRICARE forms, correspondence, and related documents certifying that each provider (institutional entity that provides medical services or supplies on an outpatient or inpatient basis) meets the criteria in the TRICARE Regulation, 32 CFR 199. They also include compliance with TRICARE standards, investigation of complaints, termination and reinstatement of providers, and assessment of the operational effectiveness of the provider certification program.</p> <p>Health Facilities Registry File: This file consists of a computer printout registry of TRICARE-approved institutional providers of healthcare. The file includes the following categories of providers: Residential Treatment Centers (RTCs), Specialized Treatment Facilities (STFs), and Program for the Handicapped (PFTH). (The registry is compiled from data contained in file 911-06, above.)</p>
Metadata/Index Elements:	TMA Claim Number; Image Control Number; Sponsor SSN; Sponsor DOB; Beneficiary DOB; Sponsor Name; Beneficiary Name; Provider Name; Provider TIN; NPI; DBN; DoD Identification Number; Hospital Name; Year; Case ID; Case Name; Investigator; Date; Subject
Disposition:	<p>911-06.1: Place in inactive file upon completion of the final action, cut off inactive file at the end of the calendar year in which final action was taken, hold for two additional years, and retire to the TRICARE RHA. Destroy after three years retention in the RHA.</p> <p>911-06.2 Destroy when superseded by a new registry.</p>

1.19 Recoupment Files

Record Series Number: 911-07

Description: Documents relating to specific recoupment cases. **The contractor shall follow the consolidation instruction in Chapter 10, Section 4, paragraph 16.1. If the debts do not total \$600.00 or more, and have been on offset status more than 12 months, the contractor shall consider the recoupment files inactive once the final contract payment is made and follow the standard closing procedures.**

Metadata/Index Elements: **TMA Claim Number; Image Control Number; Sponsor Name; Sponsor SSN; Case ID; Sponsor DOB; Beneficiary DOB; Beneficiary Name; Provider Name; Provider TIN; Requestor Name; Requestor Number; Date; Subject; NPI; DBN; DoD Identification Number; Provider Number; Refund Control Number**

Disposition: Place in inactive file upon completion of the final action, cut off inactive file at the end of the calendar or fiscal year in which final action was taken, hold one year, transfer to the FRC, destroy after five years.

1.20 Fraud And Abuse Files

Record Series Number: 911-08

Description: Documents relating to specific fraud and abuse cases.

Metadata/Index Elements: **TMA Claim Number; Image Control Number; Sponsor SSN; Sponsor DOB; Beneficiary DOB; Sponsor Name; Beneficiary Name; Provider Name; Provider TIN; Hospital Name; Year; Case ID; Case Name; Investigator; NPI; DBN; DoD Identification Number; SSN; DCN**

Disposition: Place in inactive file upon completion of the final action, cut off inactive file at the end of the calendar year in which the final action was taken, hold one year, and transfer to the FRC. The FRC shall hold for an additional five years.

1.21 Grievance Case Records

Record Series Number: 911-11

Description: Beneficiary's written grievance report, the record of the contractor's review and findings, the response to the aggrieved party and, where appropriate, the record of corrective action taken.

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Chapter 2, Section 2

Record Series Subject And Description Of Government Records

Metadata/Index Elements: TMA Claims Number; Image Control Number; Sponsor SSN; Sponsor DOB; Beneficiary DOB; Sponsor Name; Beneficiary Name; Provider Name; Provider TIN; Hospital Name; Year; Case ID; Case Name; Investigator; NPI; DBN; DoD Identification Number; SSN; DCN

Disposition: Cut off at the end of the calendar year in which case is closed. Hold in the Central Facilities Area (CFA) one additional year and retire to FRC. Destroy after five years.

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