

**Document Type:**<sup>1</sup>

- Policy & Procedure     Process Guideline  
 Plan     System Description

Adopted: 11/07/2019  
Last Reviewed: 01/01/2019  
Retired: \_\_\_\_\_

Revisions: 11/07/2019

**Document Scope:** (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH Central Office and its functions.
- The requirements herein apply, verbatim, to GCBH and its network providers<sup>2</sup>.
- X - The requirements herein apply both to GCBH and its network providers<sup>2</sup>. Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

**PURPOSE:** To describe Greater Columbia Behavioral Health, LLC BH-ASO (GCBH)'s requirements for the retention of records.

**DEFINITIONS:**

Record: Including, but not limited to, the physical and/or electronic records pertaining to clinical records, finances, requests for services, authorizations, complaints, grievances, appeals, incident reporting, credentialing and recredentialing, referrals for fraud, waste, and abuse investigations, and outcomes of fraud, waste, and abuse investigations.

**POLICY**

GCBH is to retain and maintain records for the timeframes dictated by contract with the Washington State Health Care Authority (HCA) and as dictated in 42 CFR 431.107 and WAC 246-341-0425.

**PROCEDURE**

1. Full records of all Grievances and materials received or compiled in the course of processing and attempting to resolve the Grievance are securely maintained and:
  - 1.1. Kept for six (6) years after the completion of the Grievance Process; and
  - 1.2. Kept in confidential files separate from the Enrollee's clinical record.
2. Accounting records, supporting documentation, and statistical reports are retained for a period of seven (7) years, with the exception of the following:
  - 2.1. If litigation, claim, or audit is started before the expiration of the seven-year period, the records will be retained until litigation, claim, or audit funding involving the records are resolved.
  - 2.2. Records for nonexpendable property acquired with resources from the department will be retained for seven years after final disposition.
3. Clinical Records are kept a minimum of six (6) years. WAC 246-341-0425 and 246-341-0650.

4. All other formal documents are kept a minimum of six (6) years after the last review or revision. The appropriateness of making them available via the website is determined on a case-by-case basis, by the GCBH Co-Director(s).
5. As applicable, GCBH will ensure network providers adhere to the above retention guidelines. This will be accomplished through the Administrative Audit process.

**APPROVAL**

  
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Karen Richardson or Sindi Saunders, Co-Directors

11/07/2019

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Date