


<p>DEPARTMENT: Compliance</p> <p>POLICY TITLE: CMP27 Record Retention</p>	 <p>Arizona Priority Care™</p> <p><i>One Goal. One Priority. Your Healthcare.</i></p>	
<p>REVIEWED BY: Compliance Officer</p>	<p>REVIEW DATE: 11/08/2019</p>	<p>EFFECTIVE DATE:12/01/2019</p>
<p>APPROVED BY: Compliance Committee</p>	<p>APPROVAL DATE: 11/11/2019</p>	

PURPOSE:

To ensure that Arizona Priority Care (AZPC) retain records in accordance with all applicable Federal, State and local laws.

POLICY:

It is AZPC’s policy to ensure that the retention of records policy is reviewed periodically to ensure continued compliance with applicable federal, state, and local laws and regulations. All records and other documentation, hard copy and electronic format, are retained and secured with the highest level of confidentiality. Information is only accessed by personnel with proper authorization and according to job level requirements.

PROCEDURE:

1. All records must be maintained for a period of no less than ten (10) years; while all pediatric records must be maintained until the member turns the age of 21. Destruction of AZPC records prior to expiration of the prescribed time period for record retention is prohibited.
2. Information is maintained as confidential and only accessible with the proper authorization and level of access is dependent on job responsibilities.
3. In addition to this record retention period, AZPC requires adherence to the following guidelines:
 - a. Records are prepared accurately, completely, and in a timely manner.
 - b. Medical and other patient records are properly safeguarded and accessibility is permitted only to authorized personnel.
 - c. Records are maintained in a logical, systematic order to facilitate prompt recovery.
 - d. Information is maintained for the time periods prescribed by Federal, State, or local laws or AZPC policy which is no less than ten (10) years.
 - e. Electronic records, including access log records, are never destroyed in anticipation of a request from any government agency, or in anticipation of, or in connection with, any judicial proceeding or lawsuit.

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- f. Records may include but are not limited to; patient medical records, correspondence, personnel files, records of training, certificates, test scores, sign in sheets, etc.
4. In the event that records become past the ten (10) year duration, the Compliance Officer, Privacy Officer, Human Resources Director, Risk Manager or internal counsel should be consulted prior to any destruction. This does not apply to the destruction of electronic records as those are excluded from being destroyed.
5. Destruction should only occur in accordance with Federal, State and local laws.

DEFINITIONS:

None

REFERENCES:

Heritage Provider Network Policies
42 CFR § 422.504 (d)

APPENDICES:

None

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DOCUMENT REVISION LOG

Date	Document Modification (including deletions)	Page(s)	Location
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