



Division of TennCare Hearings and Appeals

Core Data

RDA Number:	11078
Effective Date:	2025-04-21
Record Series Abstract:	These records contain the hearings/appeals files for actions heard by various Commissioner designees in the Division of TennCare on matters including but not limited to eligibility appeals, medical services appeals, Pre-Admission Evaluation appeals and nursing facility involuntary discharge appeals.
Record Series Active:	Yes
Cut Off at End of:	Other
Total Retention Years:	10
Total Retention Months:	0
Retention End Action:	Destroy
Disposition Notes:	Records will be maintained in either paper or electronic format. Paper records will be stored as space allows on site and then sent to the State Records Center for storage. For records kept electronically, the paper copies will be scanned into an electronic database and then the paper copy will be destroyed after the scan is verified for completeness and accuracy. The electronic information will then be treated as the official record and kept for the life of the retention.
RDA Signed Agency Form:	RDA 11078 Signed Form.pdf



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Worksheet (A)

Record Location:	Division of TennCare will store these records in their office building until moved to the State Records Center. Digital records will be located on state servers.
File Arrangement:	Case Number
Media Format Generated:	Electronic Paper
Media Format Generated Summary:	Electronic: Text Electronic: Audio Electronic: Video Electronic: Spreadsheet/Database Electronic: Presentation Electronic: Email Electronic: Other Paper: Sheet
Media Format Stored:	Electronic Paper
Media Format Stored Summary:	Electronic: Text Electronic: Audio Electronic: Video Electronic: Presentation Electronic: Email Paper: Sheet
Date Range:	2006 to current
Agency:	Division of TennCare
Allotment Code:	31865
Annual Accumulation:	
Current Volume:	



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Worksheet (B)

Record Value:	Administrative Legal
Audit Requirements:	State
Information Shared Outside the State:	Yes
Shared Agencies:	Centers for Medicare and Medicaid Services, advocacy groups, court system
Essential Record:	Yes - Original
Confidential:	Yes
Does this record series contain sensitive information?:	No
Agency Retention:	10 years
Retention Legal Citation:	TCA 4-5-319
Record Sample PDF:	1984.sample.pdf



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Electronic Records Plan Inventory

System Name:	STS Windows File Share (Shared Partition)
Hardware Description:	STS VM 2012 server
Software Description:	Microsoft Office Suite, PDF files, Service Now.
System Location:	STS Data Center South and TennCare Data Center
Backup Procedures:	STS server backed up by the state; other drives are backed up by Consilio.
Disaster Recovery:	On file with TennCare-Member Services
Data Migration Description:	These records will be migrated as part of our normal server migration process.
Metadata Description:	date, file type, name



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RDA Comments

Records Management Division (RMD)	2025-03-13 No recommended changes.
Tennessee State Library and Archives	2025-03-17 No recommended changes.
Comptroller Audit Review	2025-03-18 We have reviewed RDA 11078 from an audit standpoint. We concur with the recommended retention and disposition specifications.
Agency Records Officer	2025-03-18 Agency concurs.
RMD Director	2025-03-28 RDA 11078 is a request to revise an RDA. The retention period will remain ten years and then destroy. The format will be paper/electronic. The Abstract, Disposition Notes, and Worksheet have been updated. Recommend approval of the request to revise RDA 11078.
Public Records Commission	2025-04-21 PRC approves RDA 11078