



Case Complaint Files filed with TennCare Oversight

Core Data

RDA Number:	11278
Effective Date:	2018-04-25
Record Series Abstract:	All TennCare Oversight Division Complaints filed by the public concerning the insurance problems with companies contracted to administer the TennCare Program. All legal case complaint files and their contents if the complaint has been transferred to the legal division. Legal files may include complaints, responses, affidavits, exhibits, discovery, pleadings, orders, and memorandum.
Record Series Active:	Yes
Cut Off at End of:	Other
Total Retention Years:	6
Total Retention Months:	0
Retention End Action:	Destroy
Disposition Notes:	CONTRACT WITH TENNCARE BUREAU REQUIRES US TO MAINTAIN RECORDS FOR 6 YEARS. THE FILES ARE TO BE CUT OFF AT THE CLOSURE OF THE COMPLAINT. RECORDS MAY BE MAINTAIN IN EITHER PAPER OR ELECTRONIC FORMAT. RECORDS IN PAPER FORMAT WILL BE MAINTAINED IN AGENCY 1 YEAR; THEN TRANSFERRED TO THE STATE RECORDS CENTER; HELD 5 YEARS; THEN DESTROYED. ELECTRONIC RECORDS WILL BE KEPT FOR 5 YEARS IN AGENCY. PAPER COPIES OF ELECTRONIC RECORDS MAY BE DESTROYED AS LONG AS THE ELECTRONIC FILE HAS BEEN VERIFIED FOR COMPLETENESS AND ACCURACY
RDA Signed Agency Form:	2359.form.pdf



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Worksheet (A)

Record Location:	500 James Robertson Parkway, 11th Floor, Davy Crockett Tower, Nashville, TN 37243
File Arrangement:	Numerical
Media Format Generated:	
Media Format Generated Summary:	
Media Format Stored:	
Media Format Stored Summary:	
Date Range:	to
Agency:	Dept. of Commerce and Insurance
Allotment Code:	335.04
Annual Accumulation:	9 cubic feet, 5 MB
Current Volume:	20 cubic feet, 15MB



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Worksheet (B)

Record Value:	Administrative Legal
Audit Requirements:	State
Information Shared Outside the State:	No
Shared Agencies:	
Essential Record:	No
Confidential:	Yes
Does this record series contain sensitive information?:	No
Agency Retention:	1 Years
Retention Legal Citation:	TCA 10-7-504(a)(1), TCA 56-32-132 & 135, TCA 71-5-142, and 45 CFR Parts 160 & 164 (HIPAA). TennCare Contractor Risk Agreement Sections A.2.30 & E. 29 (or Sections A.127 and Attachment B of the TennCare Dental Benefits Management Contract) consider response to such complaint as an On Request Report that regulated entities must provide to avoid assessment of liquidated damages. These records are evidence of statutory and contractual compliance.
Record Sample PDF:	2359.sample.pdf



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Electronic Records Plan Inventory

System Name:	AbacusLaw Cloud
Hardware Description:	The data is stored on a VM cloud environment.
Software Description:	The data is stored on a VM cloud environment.
System Location:	Las Vegas, Nevada
Backup Procedures:	A snap-shot is taken nightly that includes the Abacus application and data
Disaster Recovery:	Restore from most recent good snap-shot.
Data Migration Description:	The data was copied from the state shared drive to an encrypted external drive and then shipped to the vendor to have the data loaded in the cloud environment.
Metadata Description:	The data collect is Outlook.msg and Adobe PDF files located on the application server.



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RDA Comments	
Records Management Division (RMD)	2018-03-29 No recommended changes.
Tennessee State Library and Archives	2018-03-29 No recommended changes.
Comptroller Audit Review	2018-03-29 We have reviewed RDA ID2359 from an audit standpoint. We concur with the recommended retention and disposition specifications.
Agency Records Officer	2018-03-29 Agency concurs, no recommended changes.
RMD Director	2018-04-03 RDA 11278 is a request to create an RDA. The retention period will be ten years and destroy. The format will be paper/electronic. Recommend approval of request to create RDA 11278.
Public Records Commission	2018-04-25 PRC approves RDA 11278.