



**HARRIS COUNTY
HOSPITAL DISTRICT**

**PATIENT ELIGIBILITY
SERVICES
OPERATIONS MANUAL**

Policy No: 1.08
Page Number: 1 of 6

Effective Date: 08/01/02
Approved By:

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8/15/02

TITLE: RECORDS RETENTION

PURPOSE: This policy defines the timeframe for retaining records related to determination of financial assistance. [Key words: retention, financial assistance]

POLICY STATEMENT:

All records related to the process of determining financial assistance for District services shall be maintained for specified durations as indicated in the Texas State Library and Archives Commission Local Schedule GR: Retention Schedule for Records Common to all Local Governments and Local Schedule HR: Retention Schedule for Records of Public Health Agencies.

POLICY ELABORATION:

I. DEFINITIONS:

A. Record: From Local Government Records Act of 1989 (Chapters 201 to 205) Section 201.003:

"Record" means any document, paper, letter, book, map, photograph, sound or video recording, microfilm, magnetic tape, electronic medium, or other information recording medium, regardless of physical form or characteristic and regardless of whether public access to it is open or restricted under the laws of the state, created or received by a local government or any of its officers or employees pursuant to law, including an ordinance, or in the transaction of public business. The term does not include:



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1. extra identical copies of documents created only for convenience of reference or research by officers or employees of the local government;
2. notes, journals, diaries, and similar documents created by an officer or employee of the local government for the officer's or employee's personal convenience;
3. blank forms;
4. stocks of publications;
5. library and museum materials acquired solely for the purposes of reference or display;
6. copies of documents in any media furnished to members of the public to which they are entitled under Chapter 552, Government Code, or other state law; or
7. any records, correspondence, notes, memoranda, or documents other than a final written agreement described by Section 2009.054(c), Government Code, associated with a matter conducted under an alternative dispute resolution procedure in which personnel of a state department or institution, local government, special district, or other political subdivision of the state participated as a party, facilitated as an impartial third party, or facilitated as the administrator of a dispute resolution system or organization.



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- B. Retention Period means the minimum time that must pass after creation, recording, or receipt of a record, before it is eligible for destruction.

II. RETENTION GUIDELINES:

- A. Documents related to an application for financial assistance:

1. Eligible patients. Includes the application for assistance, all supporting forms, copies of verifications provided, and forms describing the patient's payment responsibilities and right to request a review of the determination. Retained for 5 years.
2. Denied patients. Includes the application, all supporting forms, copies of verifications provided, written notice of eligibility decision, reason for denial, and explanation of the appeal process. Retained for four years from the date of denial.
3. Pended patients. Includes the application, any supporting documents or proofs provided, and copy of the pending letter indicating what information is missing. Retained for 30 days. If the patient does not return to complete the application process within 30 days, a denial is issued. All forms used to pend the patient and all forms in the denial shall be retained for four years after the date of denial.



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4. Audit records. Includes any internal audit procedure resulting in any change or update to the patient's eligibility record. The result of the change, including written communication to the patient and notice of right to appeal are attached to the original eligibility documentation and retained as outlined in items 1 and 2.

5. Appeals. Includes patient complaint letters and formal appeals filed with the Financial Assistance Appeals Committee. Includes original request for appeal, all documents used by Patient Eligibility Services to evaluate the appeal request, minutes from committee hearings, and written notice of the final decision. Retained for four years from the date of final decision.

B. Logs

1. Patient Logs. Includes all records of patients entering an eligibility center or outreach location requesting financial assistance, whether deemed eligible, denied, or pended. Retained at the eligibility site (home location for outreach sites) for 5 years.

2. Employee productivity sheets. Flow sheets are retained for 3 years. Semi-annual productivity calculations are retained in the employee file for 5 years.

3. Patient complaint/appeals logs. Retained for 5 years.



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C. Reports

1. Monthly reports of eligibility activity by location. Includes daily records used to create monthly reports. Retained for 4 years.
2. Audit reports. Retained in administration for 4 years.
3. All other reports. Retained for 4 years.

D. Correspondence

1. Policy and procedure development. Retained for 5 years.
2. Administrative. Includes internal and external correspondence related to the routine administration of the financial assistance policy and procedures. Retained for 2 years.

E. Other

1. Policy and Procedures. Retained in administration until superseded plus 5 years.
2. Open Records Requests. Includes incoming and outgoing correspondence. Retained for 1 year after fulfilling request.
3. Minutes from staff and administrative meetings. Retained for two years.



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4. Contracts. Includes only those contracts for which Patient Eligibility Services is the primary contact. Retained for 4 years after the contract expiration.
 5. Publications. Retained in administration permanently.
- F. Budgets and budget documentation
1. Working papers and budget requests: Retained by administration for 2 years.
 2. Budget change documentation: Retained by administration for 2 years
- G. Litigation and Public Information Requests
1. Regardless of the retention periods set forth in this policy, any record related to a matter which is known to be in litigation may not be destroyed until the litigation is settled. A record which is subject to a Public Information Request under Chapter 552 of the Texas Government Code, as amended, may also not be destroyed until the request is resolved.

REFERENCES/BIBLIOGRAPHY:

Texas State Library and Archives Commission:

Local Schedule GR, Retention Schedule for Records Common to All Local Governments

Local Schedule HR, Retention Schedule for Records of Public Health Agencies

OFFICE OF PRIMARY RESPONSIBILITY: Patient Eligibility Services Administration