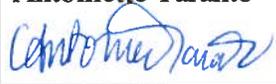


Colorado Department of Health Care Policy and Financing 1570 Grant St., Denver, CO 80203-1818	NUMBER: HCPF 11-008
	SUPRECEDES NUMBER:
DIVISION OR OFFICE: Client and Community Relations	DATE: 08/19/2011
SUBJECT AREA: Medicaid Assistance	
SUBJECT: Eligibility and Enrollment Records Retention	APPROVED BY: Antoinette Taranto 
TYPE 1-Information	

HCPF Agency Letters can be accessed online at:

www.colorado.gov/hcpf >> Partners & Researchers >> County and Medical Assistance Site >> Agency Letters

Purpose:

This agency letter provides eligibility sites with guidance on eligibility and enrollment records retention requirements for all medical assistance programs.

Background:

The federal Centers for Medicare and Medicaid Services (CMS) provided guidance to the Department of Health Care Policy and Financing (the Department) that eligibility and enrollment records shall be retained for three years after a client's case is closed and continuously while the case is active (45 CFR 74.53, 42 CFR 431.17 and 42 CFR 435.913).

Procedure or Information:

An eligibility site shall maintain a complete file of all client records, and supporting documentation related to eligibility determination and enrollment. Maintenance of files shall be in a format or system that is available to the Department at no cost. Such records shall be maintained for a period of three (3) years after the date of discontinuation of eligibility for that client. If an audit by or on behalf of the federal and/or state government has begun during that timeframe but is not completed at the end of the three (3) year period, or if audit findings have not been resolved after a three (3) year period, the materials shall be retained until the resolution of the audit findings.

When electronic files are used, paper documentation may be destroyed forty-five (45) days after the eligibility determination notification has been sent and all supporting documentation has been scanned and checked for quality in the electronic document system.

All client records, documents, communications and other materials shall be the property of the Department, and shall be maintained by the eligibility site in a central location and the eligibility site shall be the custodian on behalf of the Department.

Effective Date:

August 19, 2011

Contact Person:

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