

Document Type:¹

☒ Policy & Procedure ☐ Process Guideline

Adopted: 1/1/2019

Last Reviewed: 9/16/2025

☐ Plan ☐ System Description

Retired: _____

Revisions: 11/07/2019, 11/10/2020, 03/25/2022

Document Scope: (applies to Policy & Procedure only)

- The requirements herein apply only to the GCBH BH-ASO Central Office and its functions.
- The requirements herein apply, verbatim, to GCBH BH-ASO and its network providers².
- ☒ The requirements herein apply both to GCBH BH-ASO and its network providers². Additionally, network providers must have internal documents outlining their processes for implementing the requirements, insofar as they relate to actions for which network providers are responsible.

PURPOSE: To describe Greater Columbia Behavioral Health, LLC BH-ASO's (GCBH BH-ASO) requirements for the retention of records.

DEFINITIONS:

- I. **Record:** Including, but not limited to, the physical and/or electronic records pertaining to clinical records, finances, requests for services, authorizations, complaints, grievances, appeals, incident reporting, credentialing and recredentialing, referrals for fraud, waste, and abuse investigations, and outcomes of fraud, waste, and abuse investigations.

POLICY

GCBH BH-ASO is to retain and maintain records for the timeframes dictated by contract with the Washington State Health Care Authority (HCA) and as dictated in 42 CFR 431.107 and WAC 246-341-0425.

PROCEDURE

1. Full records of all Grievances and materials received or compiled in the course of processing and attempting to resolve the Grievance are securely maintained and:
 - 1.1. Kept for ten (10) years after the completion of the Grievance Process; and
 - 1.2. Kept in confidential files separate from the Individual's clinical record.
2. Accounting records, supporting documentation, and statistical reports are retained for a period of ten (10) years, with the exception of the following:
 - 2.1. If litigation, claim, or audit is started before the expiration of the ten-year period, the records will be retained until litigation, claim, or audit funding involving the records are resolved.
 - 2.2. Records for nonexpendable property acquired with resources from the department will be retained for ten years after final disposition.
3. Clinical Records are kept a minimum of ten (10) years in accordance with HCA contract and WACs 246-341-0425 and 246-341-0650.

4. All other formal documents are kept a minimum of ten (10) years after the last review or revision. The appropriateness of making them available via the website is determined on a case-by-case basis, by the GCBH BH-ASO Co-Director(s).
5. As applicable, GCBH BH-ASO will ensure network providers adhere to the above retention guidelines. This will be accomplished through the Administrative Audit process.

APPROVAL



Karen Richardson or Sindi Saunders, Co-Directors



Date