432-BOARD ON AGING & LONG TERM CARE

Dept # **I432I** Department Name **BOARD ON AGING & LONG TERM CARE**

RDA #	RDA Title	Retention	Disposition	PII
00001000.	**LONG TERM CARE OMBUDSMAN RECORDS**	**EVT+6**	**DEST**	**Y**

This Series contains records of the Long Term Care Ombudsman Program, which advocates for the rights of consumers of long term care. Records include, but are not limited to, case files and activity notes, call notes, related correspondence, and supporting documentation. State (Wis. Stat. § 16.009) and federal laws (42 USC §§ 3058f to 3058h) and federal rules (45 CFR § 1321 and 45 CFR § 1324) enabling and defining the operations of the Long Term Care Ombudsman Program require confidentiality and limit disclosure of such records.

Confidential Records: 42 USC § 3058g(d), 45 CFR § 1321.75, and 45 CFR §§ 1324.11(e)(3) & 1324.13(e).

RETENTION: EVENT (Date Case/Activity is Closed) + 6 years and destroy confidential

00002000.	**MEDIGAP HELPLINE RECORDS**	**EVT+6**	**DEST**	**Y**

This series contains records of the Medigap Helpline Program, which provides confidential insurance counseling to individuals who are receiving, or who are about to become eligible for, Medicare. Consumers of Medicare and its associated Parts A through D contact program counselors with questions related to accessibility, co-pays, coverage limits, premium differences, and other associated issues. Records include, but are not limited to, call notes, plan finders, beneficiary contact forms, related correspondence, and supporting documentation.

Confidential: HIPAA law (Pub. Law 104-191, expressed in rule at 45 CFR Parts 160, 162, and 164).

RETENTION: EVENT (Date of inquiry) + 6 years and destroy confidential