

| REQUEST FOR RECORDS DISPOSITION AUTHORITY | | LEAVE BLANK (NARA use only) | |
|--|--|---|---|
| (See Instructions on reverse) | | | |
| TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408 | | JOB NUMBER NI 330-94-1 | |
| 1. FROM (Agency or establishment) <u>Department of Defense</u> | | DATE RECEIVED 3/25/94 | |
| 2. MAJOR SUBDIVISION <u>Office of the Secretary</u> | | NOTIFICATION TO AGENCY In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10. | |
| 3. MINOR SUBDIVISION <u>Washington Headquarters Services, C&D, RMD</u> | | | |
| 4. NAME OF PERSON WITH WHOM TO CONFER David Bosworth | 5. TELEPHONE 703-695-0970 | DATE 10/17/94 | ARCHIVIST OF THE UNITED STATES Ralph C Blackice |
| 6. AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached _____ page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies, <input checked="" type="checkbox"/> is not required; <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested. | | | |
| DATE 15 Mar 1994 | SIGNATURE OF AGENCY REPRESENTATIVE H. D. NEELEY <i>[Signature]</i> | TITLE Records Administrator | |
| 7. ITEM NO. | 8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION | 9. GRS OR SUPERSEDED JOB CITATION | 10. ACTION TAKEN (NARA USE ONLY) |
| 1. | Office of the Civilian Health and Medical Program for the Uniformed Services (CHAMPUS) Medical Care Grievance Case Files. See attached sheet <i>Privacy Act</i> <i>DOCHA 07</i> | new item | |
| <i>Copy sent to Agency and NCF</i> | | | |

1. **911-11 CHAMPUS Medical Care Grievance Case Files.**

These files consist of beneficiary's written complaints of an OCHAMPUS provider, health care finder, or other contractor or subcontractor personnel to furnish the level or quality of care and/or service to which the beneficiary may believe they are entitled. This category includes the record of the contractor's review and findings, the response to the aggrieved party and, where appropriate, the record of the corrective action taken.

Disposition: Cut off at the end of the CY in which case is closed. Hold in CFA one additional year and retire to FRC. Destroy ~~after 57~~ years *after cut off*.

Records are filed alphabetically by beneficiary name. Records are maintained at CHAMPUS facilities in contract regions. Total volume of records as of March 1994 is 40 cubic feet, and the expected annual accumulation is 8 cubic feet.