

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0015-2017-0001

Status: APPROVED  
Date Approved: 09/22/2017

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## General Information

Agency or Establishment	Veterans Health Administration
Record/Scheduling Group	0015 - Records of the Department of Veterans Affairs
Records Schedule Applies To	Agency Subdivision
Major Subdivision	Veterans Health Administration
Schedule Subject	Veterans Health Administration Call Centers
Additional Schedule Information	<p>This records schedule applies to the records of all VHA Call Centers that are paper, case files, recordings/audio tapes, CD, and/or electronic device regardless of media. These Hotlines/Call Centers can be used for: direct medical support to the patients, benefit requirements (impact of Medicare on CHAMPVA benefits), services not authorized, eligibility for those not Permanent &amp; total Disability Rating (P&amp;T), impact of Medicare on CHAMPVA benefits, nurse advice helplines; phone lines that provide provider, patient and contractors with benefit and contract advice such as claims processing activities under the authority of the Chief Business Office Purchased Case (CBOPC). Any phone line that provides routine information such as facility location, phone numbers, transportation schedules and how to receive forms etc. Also, any audio recordings of hotline/Call Center/phone line/paper case file regardless of media that provides information to patient, providers and contractors on benefits, contracts, medical equipment purchase, allowable amounts for services/payment methodologies and financials such as claims processing activities under the authority of the Chief Business Office Purchased Case (CBOPC) or other VHA Call Centers.</p> <p>Analysis: There are currently 11 enterprise call centers; Over the next 5 years it is expected that the number of call centers will continue to climb. This schedule is written in an attempt to create a number of records schedules that will be flexible enough to meet the needs of all VHA Call Centers in current existence and in the future. This schedule does not imply that all phone lines, call centers, and facility information desks must record their calls, but if they do they must maintain them in accordance with this schedule. Any records obtained by Police or Inspector General inspectors as evidence will become part of the investigative case file.</p>
Is There a Classified Version of This Schedule?	No

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Is consultation and coordination with Tribal Governments required?      Predate requirement

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## Item Count

Total number of disposition items: 5

Number of Temporary disposition items: 5

Number of Permanent disposition items: 0

Number of Items with Disposition Not Approved: 0

Number of Inactive disposition items: 1

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Outline of Records Schedule Items for DAA-0015-2017-0001

<b>Item #</b>	<b>Title</b>	<b>Disposition</b>
0001	VISN -VAMC Call Centers : Crisis Line Records	Temporary
0002	VISN -VAMC Call Centers : Audio recordings of hotline, Call Center phone line, paper or electronic case files - Medical Advice	Temporary
0003	VISN -VAMC Call Centers : Audio recordings of hotline, Call Center phone line, paper or electronic case file - Benefits	Temporary
0004	VISN -VAMC Call Centers : Audio recordings of hotline, Call Center phone line, paper or electronic case files- Detailed Administration Information	Temporary
0005	VISN -VAMC Call Centers : Audio recordings of Phone line, Call Center -Routine Administrative Information	Temporary

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Records Schedule Items

<b>Group Title</b>	VISN -VAMC Call Centers
<b>Group Description</b>	<p>VHA - Enterprise Call Centers:</p> <p>Chief business Office Purchase Care (CBOPC) Denver, CO.          Health Eligibility Center (HEC) – Atlanta, GA          Health Resource Center (HRC) – Waco, TX and Topeka, KS          Veteran Crisis Line – Canandaigua, NY          Homeless Center Hotline – Canandaigua, NY          Women Vets Call Center – Canandaigua, NY          National Combat Call Center – Lakewood, CO (Vet Centers)          Polytrauma Call Center – Dayton, OH          Vet Center – Denver, CO          Debt Management Center (DMC) – St. Paul, MN          Caregivers Support Line Canandaigua NY          Coaching into Care Line          National Service Desk (NSD), Tuscaloosa, AL</p> <p>VHA Weekend, Holiday, Evenings and Nights (WHEN) - After hours nurse help line located at the VISNs:</p> <p>VISN 2 – Canandaigua, NY          VISN 3 – Bronx, NY          VISN 6 – Beckley, WV          VISN 8 – Lake City, FL          VISN 9 – Lexington, KY          VISN 10/11 – Dayton, OH          VISN 12 – Hines, IL          VISN 15 – Topeka, KS          VISN 16 – Houston, TX          VISN 17 – Dallas, TX          VISN 21 – San Francisco, CA          VISN 22 – Long beach, CA          VISN 23 – Des Moines, IA</p>
DAA-0015-2017-0001-0001	STATUS: INACTIVE - NOT FOR USE
<b>ITEM GENERAL INFORMATION</b>	
Item Title	Crisis Line Records

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Item Description	The National Department of Veteran Affairs Veterans Crisis line records, including audio recordings and paper case files, CDs and or electronic devices storing information about crisis line interactions. The crisis line provides emergency crisis intervention for Veterans throughout the United States. This center operates 24/7/365 and provides crisis modification via phone, chat, and text: rescue services for high-risk situations; follow-up with caregivers at the local VAMC to verify patient has been contacted and is involved in a plan of care; education and information for callers about local VAMC & community resources; and warm transfers to local support agencies. Call responders use the VCL software, which is hosted at the Austin Information Technology Center (AITC) in Austin, TX, to log clinical information obtained on the call and share relevant data for Veterans who are referred for additional care in support of the plan of care.
Is this item media neutral?	Yes
Is this item a Big Bucket?	
<b>MANUAL CITATION</b>	
Agency Code	New
Manual Title	Records Control Schedule (RCS 10-1)
<b>SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS</b>	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
<b>DISPOSITION INSTRUCTION</b>	
<b>DO NOT USE. Superseded in part, audio recordings only by DAA-0015-2023-0002-0001 and Superseded in part, all other documentation only by DAA-0015-2023-0002-0002. NARA inactivated this item accordingly. on 12/20/2024.</b>	
Final Disposition	Temporary
Cutoff Instructions	Other: Cutoff when is call ended and any follow up actions are completed.
Retention Period	Destroy 4 year(s) after cutoff
<b>ADDITIONAL INFORMATION</b>	
Are any of the records covered by this item national security classified?	
GAO Approval Required	No
DAA-0015-2017-0001-0002	<b>STATUS: Active</b>
<b>ITEM GENERAL INFORMATION</b>	

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Item Title	Audio recordings of hotline, Call Center phone line, paper or electronic case files - Medical Advice
Item Description	All other audio recordings of hotline/Call Center/phone line/case files regardless of media used for the purpose of providing medical advice/direction to a patient such as but not limited to VHA nurse advice helplines.
Is this item media neutral?	Yes
Is this item a Big Bucket?	
<b>MANUAL CITATION</b>	
Agency Code	New
Manual Title	Records Control Schedule ( RCS 10-1)
<b>SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS</b>	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
<b>DISPOSITION INSTRUCTION</b>	
Final Disposition	Temporary
Cutoff Instructions	Other: Cutoff when call is ended and any follow up activities are completed
Retention Period	Destroy 4 year(s) after cutoff
<b>ADDITIONAL INFORMATION</b>	
Are any of the records covered by this item national security classified?	
GAO Approval Required	No
<b>DAA-0015-2017-0001-0003</b>	<b>STATUS: Active</b>
<b>ITEM GENERAL INFORMATION</b>	
Item Title	Audio recordings of hotline, Call Center phone line, paper or electronic case file - Benefits
Item Description	Any audio recordings of hotline/Call Center/phone line/paper case file regardless of media that provides information to patient, providers and contractors on benefits, contracts, medical equipment purchase, allowable amounts for services/payment methodologies and financials such as claims processing activities under the authority of the Chief Business Office Purchased Case (CBOPC) or other VHA Call Centers.
Is this item media neutral?	Yes
Is this item a Big Bucket?	
<b>MANUAL CITATION</b>	

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Agency Code	New
Manual Title	Records Control Schedule (RCS 10-1)
<b>SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS</b>	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
<b>DISPOSITION INSTRUCTION</b>	
Final Disposition	Temporary
Cutoff Instructions	Other: Cutoff at end of FY. when call is ended and any follow up activities are completed
Retention Period	Other: Destroy no sooner than 6 years(s) after cutoff but longer retention is authorized
<b>ADDITIONAL INFORMATION</b>	
Are any of the records covered by this item national security classified?	
GAO Approval Required	No
<b>DAA-0015-2017-0001-0004</b>	<b>STATUS: Active</b>
<b>ITEM GENERAL INFORMATION</b>	
Item Title	Audio recordings of hotline, Call Center phone line, paper or electronic case files- Detailed Administration Information
Item Description	Any audio recordings of hotline/Call Center/phone line/paper case file regardless of media that provides detailed administration information of veteran benefits and information not covered in item 1, 2, 3 and 5 but are needed as reference in future call that may develop into a complex case.
Is this item media neutral?	Yes
Is this item a Big Bucket?	
<b>MANUAL CITATION</b>	
Agency Code	New
Manual Title	Records Control Schedule (RCS 10-1)
<b>SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS</b>	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
<b>DISPOSITION INSTRUCTION</b>	
Final Disposition	Temporary



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Cutoff Instructions	Other: Cutoff at end of FY when call is ended and any follow up activities are completed
Retention Period	Destroy 2 year(s) after cutoff
<b>ADDITIONAL INFORMATION</b>	
Are any of the records covered by this item national security classified?	
GAO Approval Required	No
<b>DAA-0015-2017-0001-0005</b>	<b>STATUS: Active</b>
<b>ITEM GENERAL INFORMATION</b>	
Item Title	Audio recordings of Phone line, Call Center -Routine Administrative Information
Item Description	Any audio recordings of Phone line, Call Center phone call that is set-up or advertised with the purpose of providing routine information such as facility location, phone numbers, transportation schedules and how to receive forms etc.
Is this item media neutral?	Yes
Is this item a Big Bucket?	
<b>MANUAL CITATION</b>	
Agency Code	New
Manual Title	Records Control Schedule (RCS 10-1)
<b>SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS</b>	
Does this item supersede existing disposition authorities?	No
Is this item a deviation from the GRS?	No
<b>DISPOSITION INSTRUCTION</b>	
Final Disposition	Temporary
Cutoff Instructions	Other: Cutoff when call is ended and any follow up activities have been completed.
Retention Period	Other: Destroy 7-30 days depending on business need of the organization.
<b>ADDITIONAL INFORMATION</b>	
Are any of the records covered by this item national security classified?	
GAO Approval Required	No

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Signatory Information

Action	User	Date
Approve	David Ferriero	09/22/2017