

Request for Records Disposition Authority

Records Schedule Number DAA-0015-2017-0001
Schedule Status Approved
Agency or Establishment Department of Veterans Affairs
Record Group / Scheduling Group Records of the Department of Veterans Affairs
Records Schedule applies to Major Subdivision
Major Subdivision Veterans Health Administration
Schedule Subject Veterans Health Administration Call Centers
Internal agency concurrences will be provided No

Background Information 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 & total Disability Rating (P&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.

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.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
5	0	5	0

GAO Approval

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

Sequence Number	
1	VISN -VAMC Call Centers
1.1	Crisis Line Records Disposition Authority Number: DAA-0015-2017-0001-0001
1.2	Audio recordings of hotline, Call Center phone line, paper or electronic case files - Medical Advice Disposition Authority Number: DAA-0015-2017-0001-0002
1.3	Audio recordings of hotline, Call Center phone line, paper or electronic case file - Benefits Disposition Authority Number: DAA-0015-2017-0001-0003
1.4	Audio recordings of hotline, Call Center phone line, paper or electronic case files - Detailed Administration Information Disposition Authority Number: DAA-0015-2017-0001-0004
1.5	Audio recordings of Phone line, Call Center -Routine Administrative Information Disposition Authority Number: DAA-0015-2017-0001-0005

Records Schedule Items

Sequence Number											
1	<p>VISN -VAMC Call Centers VHA - Enterprise Call Centers: # 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 VHA Weekend, Holiday, Evenings and Nights (WHEN) - After hours nurse help line located at the VISNs: 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>										
1.1	<p>Crisis Line Records</p> <p>Disposition Authority Number DAA-0015-2017-0001-0001</p> <p>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.</p> <table border="0"> <tr> <td data-bbox="367 1544 730 1574">Final Disposition</td> <td data-bbox="760 1544 909 1574">Temporary</td> </tr> <tr> <td data-bbox="367 1596 503 1625">Item Status</td> <td data-bbox="760 1596 844 1625">Active</td> </tr> <tr> <td data-bbox="367 1647 665 1676">Is this item media neutral?</td> <td data-bbox="760 1647 812 1676">Yes</td> </tr> <tr> <td data-bbox="367 1698 730 1817">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?</td> <td data-bbox="760 1698 812 1727">Yes</td> </tr> <tr> <td data-bbox="367 1838 730 1923">Do any of the records covered by this item exist as structured electronic data?</td> <td data-bbox="760 1838 795 1868">No</td> </tr> </table>	Final Disposition	Temporary	Item Status	Active	Is this item media neutral?	Yes	Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes	Do any of the records covered by this item exist as structured electronic data?	No
Final Disposition	Temporary										
Item Status	Active										
Is this item media neutral?	Yes										
Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?	Yes										
Do any of the records covered by this item exist as structured electronic data?	No										

1.2

Manual Citation	Manual Title
New	Records Control Schedule (RCS 10-1)

Disposition Instruction

Cutoff Instruction Cutoff when is call ended and any follow up actions are completed.

Retention Period Destroy 4 year(s) after cutoff

Additional Information

GAO Approval Not Required

Audio recordings of hotline, Call Center phone line, paper or electronic case files - Medical Advice

Disposition Authority Number DAA-0015-2017-0001-0002

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.

Final Disposition Temporary

Item Status Active

Is this item media neutral? Yes

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes

Do any of the records covered by this item exist as structured electronic data? No

Manual Citation	Manual Title
New	Records Control Schedule (RCS 10-1)

Disposition Instruction

Cutoff Instruction Cutoff when call is ended and any follow up activities are completed

Retention Period Destroy 4 year(s) after cutoff

Additional Information

GAO Approval Not Required

1.3

Audio recordings of hotline, Call Center phone line, paper or electronic case file - Benefits

Disposition Authority Number **DAA-0015-2017-0001-0003**

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.

Final Disposition **Temporary**

Item Status **Active**

Is this item media neutral? **Yes**

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? **Yes**

Do any of the records covered by this item exist as structured electronic data? **No**

Manual Citation	Manual Title
New	Records Control Schedule (RCS 10-1)

Disposition Instruction

Cutoff Instruction **Cutoff at end of FY. when call is ended and any follow up activities are completed**

Retention Period **Destroy no sooner than 6 year(s) after cutoff but longer retention is authorized**

Additional Information

GAO Approval **Not Required**

1.4

Audio recordings of hotline, Call Center phone line, paper or electronic case files- Detailed Administration Information

Disposition Authority Number **DAA-0015-2017-0001-0004**

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.

Final Disposition **Temporary**

Item Status **Active**
 Is this item media neutral? **Yes**
 Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? **Yes**
 Do any of the records covered by this item exist as structured electronic data? **No**

Manual Citation	Manual Title
New	Records Control Schedule (RCS 10-1)

Disposition Instruction

Cutoff Instruction **Cutoff at end of FY when call is ended and any follow up activities are completed**
 Retention Period **Destroy 2 year(s) after cutoff**

Additional Information

GAO Approval **Not Required**
Audio recordings of Phone line, Call Center -Routine Administrative Information
 Disposition Authority Number **DAA-0015-2017-0001-0005**

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.

Final Disposition **Temporary**
 Item Status **Active**
 Is this item media neutral? **Yes**
 Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? **Yes**
 Do any of the records covered by this item exist as structured electronic data? **No**

Manual Citation	Manual Title
New	Records Control Schedule (RCS 10-1)

Disposition Instruction

1.5

Cutoff Instruction	Cutoff when call is ended and any follow up activities have been completed.
Retention Period	Destroy 7-30 days depending on business need of the organization.
Additional Information	
GAO Approval	Not Required

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 in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	By	Title	Organization
11/04/2016	Certify	Matthew Staden	Records Officer	Veterans Health Administration - Records Management
09/12/2017	Submit for Concurrence	David Weber	Senior Appraisal Archivist	National Archives and Records Administration - Records Management Services
09/20/2017	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
09/20/2017	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
09/22/2017	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist