



Electronic Record Retention Policy

<u>Effective Start Date:</u> 01/01/2019	<u>Reviewed/Revised:</u> 12/20/2018	<u>Prepared/Approved:</u> Brittani Fowler/ Program Manager
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Purpose:

The Electronic Document Retention Policy is intended to help employees determine what information sent or received by electronic means should be retained and for how long. The information covered in these guidelines includes, but is not limited to, information that is either stored or shared, via postal mail or electronic technologies.

Scope:

All Freedom Now Home Care (FNHC) record information is categorized into four main classifications with retention guidelines:

- Administrative Correspondence (7 years)
- Fiscal Correspondence (7 years)
- General Correspondence (7 years)
- Other Correspondence (7 years)

To ensure Correspondence is retained, email addresses has been created specifically for their retention, if you copy (cc) this address when you send email, retention will be administered by the IT Department. Please contact the IT department for the e-mail addresses needed for your type of correspondence retention.

Administrative Correspondence:

FNHC Administrative Correspondence includes, though is not limited to clarification of established company policy, including holidays, time card information, dress code, work place behavior and any legal issues such as intellectual property violations. Client related records ie. Referral forms, ISP's, SAF. All email with the information sensitivity label Management Only shall be treated as Administrative Correspondence.

Fiscal Correspondence:

FNHC Fiscal Correspondence is all information related to revenue and expense for the company.

General Correspondence:

FNHC General Correspondence covers information that relates to customer interaction and the operational decisions of the business. Where all documents, reports, updates received from Department of Welfare entity offices. The individual Administrative Manager is responsible for email retention of General Correspondence.

Other Correspondence:

FNHC Other Correspondence is by far the largest category and includes personal email, requests for recommendations or review, email related to product development, updates and status reports.

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Definitions

Terms and Definitions

Retain Records

FNHC shall retain/store up to date records for its data reports for a minimum of (7) years from the date of origination. It is the responsibility of FNHC and it's office Administrators/ Program Managers ensure records are compliant with the Health Insurance Portability and Accountability Act of 1996 (Pub. L. No. 104-191).

FNHC will only retain the original record and has not been altered or if altered shows the original and altered versions, dates of creation and the creator. The electronic record is readily accessible to the Department, the Department's designee and State and Federal agencies. Electronic imaging of paper documentation must result in an exact reproduction of the original record and conform to the provider's record retention policy.

Approved Electronic Mail

Includes all mail systems supported by the IT Support Team. These include, but are not necessarily limited to, [Insert Corporate Supported Mailers Here]. If you have a business need to use other mailers contact the appropriate support organization.

Approved Encrypted email and files

Techniques include the use of DES and PGP. DES encryption is available via many different public domain packages on all platforms. PGP use within FNHC is done via a license. Please contact the appropriate support organization if you require a license.

Approved Instant Messenger

The _____ is the only IM that is approved for use on FNHC computers.

Individual Access Controls

Individual Access Controls are methods of electronically protecting files from being accessed by people other than those specifically designated by the owner.

Insecure Internet Links

Insecure Internet Links are all network links that originate from a locale or travel over lines that are not totally under the control of FNHC