

Notice of Records Retention/Removal

Special Education Management/Adori™ or 504 Management/Acuity™

For any district that has in the past or is currently under a Special Education Management/Case-e™/Adori agreement or a 504 Management/Acuity agreement with Multi-State Billing Services, LLC (MSB), or with any formerly associated entities including Maine State Billing Services, Inc., Granite State Billing Services, LLC, Vermont Educational Billing Services, LLC or Massachusetts Billing Services, LLC, MSB continues to securely maintain the district's electronic educational records provided to MSB during the course of historical agreement(s).

In regards to electronic educational records, MSB will retain electronic data collected and hosted in MSB's Adori (aka Case-e) or Acuity data management systems during the course of an active agreement with MSB. Beginning January 1, 2016, for any agreement(s) that is/are no longer active with MSB, MSB will begin the process to remove electronic educational records from its hosting facilities, currently using the hosting services of Rackspace US, Inc. For any district that would like to allow MSB to continue to host its Adori or Acuity electronic educational records, MSB will continue to do so upon the execution of a Maintenance Agreement with MSB and for as long as a Maintenance Agreement is in effect between MSB and the district. Once data is removed from MSB's hosted services, electronic educational records hosted by MSB and its hosting vendor will no longer be available to the district.

Should you have any questions, should you wish to discuss this Notice or if you would like to consider a Maintenance Agreement with MSB to retain the district's electronic educational records, please do not hesitate to contact one of the following representatives via telephone at 800-618-3111 or email:

- 1) Your Program Specialist
- 2) Kim Tortoriello, Director of Client Relations – ktortoriello@msb-services.com; extension 119
- 3) Steve Courter, Director of Client and Business Services – scourter@msb-services.com; extension 112