

### **Notice of Records Retention/Removal (Medicaid)**

For any district that has in the past or is currently under a Medicaid Administration 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 paper and electronic educational records provided to MSB during the course of historical agreement(s).

MSB will continue to maintain any paper educational records received on behalf of the District at no charge until such time as MSB determines a reasonable and cost-effective mechanism for returning the paper educational records to the District that will allow both MSB and the District to access the educational records when needed.

In regards to electronic educational records, MSB will retain electronic data received (i.e. XLogs™, Lumea™ and other claims processing software systems) until, at a minimum, the end of the period of retention as required by the Medicaid provider enrollment contract (between the District and the Department of Health and Human Services) and/or other Medicaid program policy.

For agreements that are not renewed, at the conclusion of the applicable retention period, unless other arrangements are agreed to by the District and MSB within sixty (60) calendar days of this Notice, all electronic data beyond the retention period will be subject to removal from MSB systems and irretrievable from that point forward. MSB will make XLogs/Lumea session log reports available to the District, upon request, only prior to the removal of the electronic educational records from MSB systems.

Should you have any questions, or should you wish to discuss this Notice, 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](mailto:ktortoriello@msb-services.com); extension 119
- 3) Steve Courter, Director of Client and Business Services – [scourter@msb-services.com](mailto:scourter@msb-services.com); extension 112