Oregon Department of Human Services and Oregon Health Authority - Shared Services – Office of Payment Accuracy and Recovery

Records Retention Schedule 2026-0011

Effective Date: November 2026

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Records Retention Schedule

Edition: November 2026 **Schedule Number: 2026-0011**

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Client Maintenance Unit (CMU)

Program Description

The Client Maintenance Unit (CMU) provides customer service to ODHS and OHA field staff by responding to requests for assistance with corrections and maintenance in the Medicaid Management Information System (MMIS) and other state systems. This support helps ensure program accuracy, integrity and proper client eligibility.

Program Records

None determined as of authorization date.

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

None determined as of authorization date.

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Data Match Unit (DMU)

Program Description

The Data Match Unit (DMU) works a variety of federally mandated reports in conjunction with other states to achieve their goal of ensuring program integrity, while reducing erroneous benefits and identifying fraud. These reports produce revenue through cost avoidance and recovery in Medicaid, Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), and child care programs. In most cases the members of the team are able to assist branch workers by closing benefits for ineligible clients.

Program Records

None determined as of authorization date.

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

None determined as of authorization date.

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Estate Administration Unit (EAU)

Program Description

Oregon's Medicaid and General Assistance programs pay for health care and other services for Medicaid clients. When a Medicaid or General Assistance client dies, Estate Administration Unit (EAU) is required by law to recover money spent for their care. Money recovered comes from the "estate" of the client. EAU begins the estate recovery process when notified of the client's death or when a probate proceeding is filed.

Program Records

001 Client Case Files

(a) Retain records received from Aging and People with Disabilities (APD) 15 years after transfer date from APD, destroy
(b) Retain records created by the Estate Administration Unit 15 years after case closed, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

Integrated Collection Management System (ICM)
Laserfiche

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Fraud Investigations Unit (FIU)

Program Description

The Fraud Investigations Unit (FIU) supports programs within ODHS and OHA. The FIU conducts investigations related to allegations of benefit recipient fraud within the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Employment Related Day Care (ERDC) (client and provider) and various medical programs under Oregon Health Plan (OHP). All investigations focus on client eligibility issues and benefit fraud within assigned programs.

Program Records

002 Fraud Investigation Case Records
Retain 7 years after case closed, destroy

003 Supplemental Nutrition Assistance Program (SNAP) Intentional Program Violation (IPV) Records
Retain until the record subject has died or reaches 80 years of age, whichever comes first, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

Fraud Investigations Processing System (FIPS)
Integrated Collection Management System (ICM)

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Health Insurance Group (HIG)

Program Description

The Health Insurance Group (HIG) verifies employer-sponsored and private health insurance for individuals also covered by Medicaid. If HIG determines an insurance policy meets third party insurance (TPL) or minimum essential coverage (MEC) criteria, they enter the policy into the Medicaid Management Information System (MMIS). This is necessary so provider claims for health services pay or deny correctly. HIG receives third party insurance notifications from ODHS and OHA staff, Coordinated Care Organizations, providers, clients, vendors and other sources.

Program Records

None determined as of authorization date.

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

None determined as of authorization date.

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Medical Payment Recovery Unit (MPR)

Program Description

The Medical Payment Recovery Unit (MPR) is responsible for recovering Medicaid funds that have been expended on behalf of fee-for-service Medicaid eligible clients where other insurance coverage should have been the primary source for payment. Most of the recoveries pursued by MPR are a direct result of the work done by the Health Insurance Group.

Program Records

None determined as of authorization date.

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

None determined as of authorization date.

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Overpayment Recovery Unit (ORU)

Program Description

The Overpayment Recovery Unit (ORU)'s main goal is to collect delinquent overpayments of public assistance (Temporary Assistance for Needy Families (TANF), Employment Related Day Care (ERDC), some medical benefits, and Supplemental Nutrition Assistance Program (SNAP) benefits). ORU does this by following state and federal rules and starting the collection process on outstanding debts by establishing monthly payment plans for households or individuals who are not currently receiving SNAP or TANF benefits. ORU issues recorded warrants (liens) to protect the state's interest, and can issue wage, bank, and lottery garnishments. ORU intercepts state and federal taxes for delinquent accounts.

Program Records

004 Overpayment Recovery Case Records

(a) Retain Supplemental Nutrition Assistance Program (SNAP) overpayment case records 3 years after claim is collected or closed, destroy
(b) Retain all other records 5 years after overpayment is collected or closed, destroy

005 Restitution Orders

(a) Retain 50 years after issue date if there is an outstanding balance, destroy
(b) Retain all other records 6 years after collected or deemed uncollectible, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

Integrated Collection Management System (ICM)

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Overpayment Writing Unit (OWU)

Program Description

The Overpayment Writing Unit (OWU) is responsible for identifying, calculating, and establishing overpayments within ODHS, OHA, and Oregon Department of Early Learning and Care (DELC) programs. These benefit programs include Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Medicaid, and Employment Related Day Care (ERDC) as well as childcare provider overpayments.

Program Records

006 Overpayment Referral Records

(a) Retain non-viable referrals 3 years, destroy
(b) Establish viable referrals as overpayments which are then transferred to the Overpayment Recovery Unit

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

Child Care Provider database
Integrated Collection Management System (ICM)
Pre-ICM Processing System (PIPS)

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Personal Injury Liens (PIL)

Program Description

The Personal Injury Liens Unit (PIL) files liens on settlements or court judgments to ensure the state is reimbursed for medical expenses it paid on behalf of the injured individual. PIL is responsible for investigating potential recovery claims once they have been reported to the Department. By doing this, the state complies with federal Medicaid regulations and recovers funds that reimburse Oregon Medicaid programs.

Program Records

007 Personal Injury Lien Case Records
Retain 5 years after case closed, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

Integrated Collection Management System (ICM)

Agency: Oregon Department of Human Services (ODHS) and Oregon Health Authority (OHA) – Shared Services
Division: Office of Payment Accuracy and Recovery (OPAR)
Program: Policy Unit

Program Description

The Policy Unit works with ODHS and OHA staff statewide, as well as representatives from other states, federal regulators and other vested partners. Their primary responsibilities are to develop and interpret state rules, regulations and policies. They also interpret federal policy, develop and present training, do legislative analysis and project management for various special projects.

Program Records

None determined as of authorization date.

State Agency General Records Retention Schedule Records

Includes but is not limited to:
Administrative Records (OAR 166-300-0015)
Financial Records (OAR 166-300-0025)
Personnel Records (OAR 166-300-0040)

Systems of Record

None determined as of authorization date.