**Q&A with DHS for 3/15/23**

**Q&A Panel**

**Answered**

Anonymous Attendee 11:09 AM

Quick question on record retention. For terminated customers, do health records (MARs, Health Progress, etc.) need to be kept greater than 5 years? Or, should they be considered the same as the rest of data collection? Thanks!

Jill Slaikeu 11:12 AM

Records for persons previously served need to be retained for five years. This would include their health records.

Carrie 11:12 AM

For EVV, we still do not have service agreements in the Exchange, so we cannot do anything with EVV.

This question has been answered live

Stacey Hakes 11:13 AM

Hi Emily--we have a background study that has been delayed multiple months. We have been calling weekly to monthly for updates with no movement. Wondering if we can chat offline to escalate this?

Emily Kissane 11:15 AM

Hi Stacey, Yes, please email me at [emily.c.kissane@state.mn.us](mailto:emily.c.kissane@state.mn.us). Thanks!

Anonymous Attendee 11:15 AM

EVV: Is there a deadline for the soft release for Phase II, requiring everyone to be fully functional within the system?

This question has been answered live

Carrie 11:20 AM

On background studies: I submitted an update to my DHS licensing record and was required to get a new background study. I have 10 in Netstudy 2.0, imported from Netstudy. Why this process? FYI: Still no fingerprint location in this county, so this is 2 hour process to drive to closest location, get fingerprints, and return.

Emily Kissane 11:21 AM

Please email me at [emily.c.kissane@state.mn.us](mailto:emily.c.kissane@state.mn.us). Thanks!

Colleen Krick 11:20 AM

can you send that invite link for the DWRS Quarterly Meeting?

Colin Stemper 11:20 AM

Hi Colleen, the registration can be found at this link: <https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=MNDHS-062264>

**Chat Panel**

From Colin Stemper to All Panelists 11:10 AM

DWRS Quarterly Meeting registration: <https://www.dhs.state.mn.us/main/idcplg?IdcService=GET_DYNAMIC_CONVERSION&RevisionSelectionMethod=LatestReleased&dDocName=MNDHS-062264>

From Sarah Wozniak to All Panelists 11:20 AM

<https://edocs.mn.gov/forms/DHS-8168-ENG>