



Health Affairs/TRICARE Management Activity Records Management || Frequently Asked Questions



During 2011 and 2012 Headquarters offices within Health Affairs and TRICARE Management Activity (HA/TMA) will relocate to a new facility. Integral to the success of this relocation is the safe and secure transfer of agency records and information. The HA/TMA Records Management Support Team has been and will continue to provide important information relative to records management requirements in support of the relocation. Please refer to this list of “Frequently Asked Questions” (FAQ) for answers to a variety of questions and concerns posed to date. This document will be updated on an ongoing basis and distributed during the monthly records management relocation meetings. While this FAQ reference may answer many of your questions, we strongly encourage you to participate in the monthly meetings and read all information provided. The RM Support Team is here to assist you and can be reached via email at TRICARERMSupport@mcneiltech.com, or, by calling (703) 921-1648.

Frequently Asked Questions and Answers

- 1) **Q** Can I transfer official government records to an external location – such as the Federal Records Center (FRC) – in “any” box?
A No: A special box is required. The FRC only accepts one type of box—the white General Services Administration (GSA) archiving box, Supply Number NSN 8115-00-177-8249.
- 2) **Q** Can I procure the official GSA archiving box from the supply office?
A Yes: Archiving boxes can be obtained from your supply office. They can be ordered in bundles of 25.
- 3) **Q** Will the Records Management Team provide boxes to each office to transfer their records?
A No: HA/TMA Records Management will not provide boxes.
- 4) **Q** Will we have access to any of the files we ship?
A Yes: Records shipped to the Federal Records Center can typically be recalled within 48-72 hours.
- 5) **Q** Is there a freeze on shipping?
A No: There is currently no freeze on shipping. A records freeze does not prevent records from being transferred; a freeze only applies to the destruction of records.



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- 6) **Q** Can records be shipped now from our Skyline facilities to FRC in advance of the relocation? If so, when should we begin to ship? Is there a cut-off date?
- A** Yes: Offices are encouraged to ship any inactive records to a Federal Records Center as soon as possible. There is currently no cut-off date for accepting records for shipment.
- 7) **Q** Can offices request records management assistance from the RM Support Team?
- A** Yes: The RM Support Team is available to answer questions, provide guidance, and review progress and activities on an ongoing basis. To ask a question or schedule a visit, please contact us via email at TRICARERMSupport@mneiltech.com or via phone at (703) 921-1648.
- 8) **Q** Has a date been selected yet for when all files are to be relocated to the new location?
- A** No: At this time, no specific date(s) has been selected; however, the tentative date for the scheduled move is September 2011.
- 9) **Q** How will records with Personally Identifiable Information (PII) and Protected Health Information (PHI) be moved?
- A** Records containing PII and PHI will need to be closed and sealed with tape. Additional guidance will be forthcoming.
- 10) **Q** Am I responsible for preparing my office records for archiving? If so, what is the process?
- A** Yes: Once the records have been identified for archiving, place them in a white archiving box and create a box list. Send the box list to TRICARERMSupport@mneiltech.com for review and approval.
- 11) **Q** When will my office's boxes be picked up for transfer to the FRC?
- A** Beginning in December 2010, there will be monthly box pick-ups and transports. A schedule of dates will be forthcoming. Please attend the monthly relocation meetings for further details.