



FEE FOR COPYING PATIENT RECORDS

We have contracted with **HEALTHPORT** to process your request for medical records.

The charge for this service is:

\$.50 (per page up to 50 pg) additional
\$.25 per page (from page 51 & up) + actual postage

You will be pre billed for the records if the cost is over \$150. As soon as the invoice is paid your records will be mailed.

Fee For Copying Medical Records
(Records going to your home address)

All fees are based on HIPAA guide lines.

Customer Service please call
1-800-367-1500

Please allow 5 to 10 business days
for records to be received by the requestor.
You will receive an invoice from HEALTHPORT for services rendered.



Do you plan to order medical records from this facility?

This medical facility utilizes the services of HealthPort to handle the fulfillment of all requests for medical records. If you choose to request your records from this facility please know that HealthPort will be processing and fulfilling your request.

Who is HealthPort?

HealthPort is the premier provider of health information services and solutions. With a team of more than 2,000 employees, HealthPort processes over 28,000 medical record requests daily, which amounts to more than 800,000 pages for well over 7,000 healthcare facilities across the nation.

How do I request a copy of my records from this facility?

Simply complete an authorization for release of your records at the facility, and HealthPort will handle the rest. Please do not attempt to contact HealthPort to request your records. Your request must be sent directly to the medical facility.

How do I receive my medical records?

HealthPort will send your records via first class U.S. Mail in a 9x12 envelope marked confidential.

Why am I being charged for my medical records?

When you request your medical records, you will receive a copy of the original records located in the medical facility. There are many steps taken to provide copies of the medical records, and the process is labor-intensive. The records must be located from various places within the facility, the chart is pulled, the records are then selected based on the dates or treatments requested, the authorization is validated, the records are reviewed for legibility and to ensure confidentiality, copies are made of the appropriate pages, each page is replaced in the chart exactly how it was found, the chart is then filed or put back into storage and the package is sent per your request.

How much does HealthPort charge for its services?

The charges for the copies you request are typically regulated by each state. HealthPort abides by the allowable rates set forth by state law.

How do I pay to receive copies of my medical records?

There is no need to go to or contact the healthcare facility from which you requested your records in order to make payment. The healthcare facility will not be able to assist you with your invoice payment for these services.

HealthPort offers the following three methods to pay for your medical records copies:

Online Payment – (*Fast and Efficient*) to remit payment online please go to www.HealthPortPay.com and make sure you have your enclosed invoice for security purposes. HealthPort accepts Visa, MasterCard, American Express and Discover.

Telephone Payment - to remit payment by phone please contact a payment representative at 1-800-464-0035 and make sure you have your enclosed invoice handy as well as a major credit card listed above.

Check Payment – to remit payment by check please include the bottom portion of the **enclosed** invoice and send to the address listed.

If you have any further questions, please visit our website at www.healthport.com or you may contact us at service@healthport.com or **1-800-464-0035**.