



## **Medical Records Request Fact Sheet**

### **General Disclosures:**

"The Privacy Rule generally requires HIPAA covered entities (health plans and most health care providers) to provide individuals, upon request, with access to the protected health information (PHI) about them in one or more "designated record sets" maintained by or for the covered entity. This includes the right to inspect or obtain a copy, or both, of the PHI, as well as to direct the covered entity to transmit a copy to a designated person or entity of the individual's choice. Individuals have a right to access this PHI for as long as the information is maintained by a covered entity, or by a business associate on behalf of a covered entity, regardless of the date the information was created; whether the information is maintained in paper or electronic systems onsite, remotely, or is archived; or where the PHI originated (e.g., whether the covered entity, another provider, the patient, etc.)."

To Learn more about Patient Rights and Access to Health Information, please visit:

<https://www.hhs.gov/hipaa/for-professions/privacy/guidance/access/index/html>

### **Breakdown of Fees for Medical Record Requests:**

Printed Records: First 50 pages \$10

Additional Pages: .25/each

USB/Flash drive for Digital Data: \$5

Administrative Fee: \$25/hour

Postage: Flat Rate Envelope (Signature Required) \$9.85

*\*Rates are based on an average cost to complete Medical Record Requests that are billed according to HIPAA compliant guidelines*

*\*Patients may access Electronic Records including patient summaries and billing information online through the patient portal at no cost. CSS can also provide Patient Information and medical records at no cost to the patient via Klara secure messaging or email at the patients request and approval. Electronic Files that are too large for email or Klara will be subject to rates as listed above and put onto a flash drive with agreeance from patient and CSS. Printed Record Requests and Requests loaded onto a USB or flash drive will be subject to the above rates.*

*\*All other parties requesting documentation regarding a patient of CSS will be charged rates as shown above and sent an invoice upon request. Failure to submit payment in full will result in delay of records until proper payment is received.*