

Information About Your Medical Record Request

Dear Patient,

This facility has partnered with CIOX Health, the nation’s largest provider of release of medical information services, to process and fulfill your request for a copy of your medical record.

A CIOX Health client services representative digitally captures your protected health information from the facility’s medical record through our confidential, secure technology platform. Your medical record information is then digitally transmitted to our Release of Information Processing Center, where it is packaged and mailed or electronically delivered to you, via our eDelivery functionality, all in a HIPAA-compliant format.

Due to the strict procedural and highly regulated steps involved in this process, known as the release of information process, there are costs associated and, therefore, a fee is charged for this service. The fee charged for all requests is detailed below:

	Produced\Requested Medium and Cost	
Format of Original Patient Record	Cost for delivery in electronic format (CD/USB/download or portal):	Cost for record delivered in Paper
Electronic or Hybrid (part electronic part paper)	<ul style="list-style-type: none"> • \$6.50 flat fee for electronic portion • Plus, if applicable, \$0.07 per page for CIOX Health’s labor cost to create and deliver the portion of record maintained in paper • plus sales tax as applicable 	<ul style="list-style-type: none"> • \$0.07 per page for CIOX Health’s labor cost to create and deliver the portion of record maintained in paper • Plus, if applicable, the lower of cost under state regulated patient rates or \$0.90 for CIOX Health’s average labor cost to create and deliver the portion of record maintained electronically • Plus \$0.05 per page for supplies (paper and toner) • Plus actual postage if mailed • plus sales tax as applicable
Paper	<ul style="list-style-type: none"> • \$0.07 per page for CIOX Health’s labor cost to create and deliver the portion of record maintained in paper Plus actual postage if mailed • plus sales tax as applicable 	<ul style="list-style-type: none"> • \$0.07 per page for CIOX Health’s labor cost to create and deliver the portion of record maintained in paper • Plus \$0.05 per page for supplies (paper and toner) • Plus actual postage if mailed • plus sales tax as applicable

While CIOX Health is under contract with this facility to provide release of information services, we are also committed to providing you with your requested medical record in an efficient and highly secure manner. We want to make sure you understand the process in which your records are provided and the costs associated with obtaining them.

Please don’t hesitate to contact us at 800.367.1500 if you have any questions about the services CIOX Health provides on the facility’s behalf, or about the bill you may receive as a result of your request for medical records.

Thank you,

CIOX Health



The fee should be remitted to CIOX Health as directed on the invoice you receive. Payment can be accepted in the following forms:



Checks are also acceptable and should be made payable to CIOX Health. Patients may also pay for their invoices online at www.healthportpay.com.