



Requesting Medical Records

How do I request my records?

You may come into one of our offices to sign a Release of Information with one of our support staff. This form provides us with all the necessary information to begin your request.

You can also obtain a copy of the Release of Information Form on our websites:

www.preferredbehavioral.org/resources. This can then be dropped off at one of our main locations, faxed to 732-367-9257, or mailed to PO Box 2036, Lakewood, NJ 08701, Attention: Medical Records.

Timeliness in Providing Access to Records (See 45 CFR 164.524(b)(2))

According to HIPAA regulations, providers have up to 30 days to process a request for information from when the request was received. If the release form is missing information this could cause further delays. Our medical records department makes every effort to process these requests well ahead of the maximum requirement, however, this may vary depending on the volume of requests at any given time. Requests are processed in the order in which they are received.

Fees

We do currently charge the fee allowable by law for personal requests or any requests not directly sent to a healthcare provider. This fee is \$1 per page, up to a maximum of \$100, plus the actual cost of postage if applicable.

We encourage consumers to release records directly to their healthcare providers whenever possible as we waive the fees for these requests. This also reduces delays of your provider being able to review your information. This can be done by either signing our Release of Information and requesting records be sent to your provider, or having your provider send a request to our office. There is no difference in how we handle these requests.

When it is not possible or applicable to have records sent directly to a healthcare provider, we encourage you to request a CD-ROM disk of your records in lieu of paper. These requests are processed at a flat rate of \$6.50 due to HITECH regulations, plus the actual cost of postage, if applicable. Please note this on your request or let our staff know when they call you regarding your invoice.

We encourage consumers to pick up records in person to avoid a postage charge. They can be picked up at 700 Airport Road, Lakewood, NJ 08701. A staff member will call to notify you when records are ready to be picked up. Please do not attempt to pick them up prior to receiving a call. Records must be paid in advance via credit card.
