



Requesting Medical Records

How do I request my records?

It is advisable for you to call our medical records staff at (732) 367-4700 ext. 7187 or 7103. They can assist you in completing an Authorization to Release/Obtain Information form electronically and explain the process for obtaining copies of records. This form provides us with all the necessary information to begin your request and can be found here: <https://www.preferredbehavioral.org/resources/>. We also have a paper version of our Authorization form that you can request by calling our medical records staff.

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 in your provider being able to review your information. This can be done by either signing our Release of Information form and requesting records be sent to your provider, or by having your provider send a request to our office via fax to 732-367-9257 or via mail to PO Box 2036, Lakewood, NJ 08701, Attention: Medical Records. 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.

Records must be paid in advance via credit card, and then records will be mailed to you. Our staff will call you when your request is being processed to let you know what the fee is, and payment can be provided over the phone via credit card, or you may request that the invoice be emailed to you and pay electronically using a link you will receive with the invoice.
