



**Reminder for Providers: Policy on Requests for Medical Records  
Effective Nov. 20, 2013**

As a reminder, members are entitled to a copy of their medical records at no cost when the purpose of their request is directly related to their ongoing health care needs. Examples of this would include changing Primary Care Providers (PCPs), being referred to a specialist and medical services that require a prior authorization form. When a member changes PCPs, the current PCP must forward the member's medical records or copies of the medical records to the new PCP within 10 business days from receipt of request.

Providers are prohibited from billing members for copying medical records because it is considered a routine part of their business and reimbursement is included in the rates paid to providers. However, if the member's request doesn't directly relate to his or her ongoing health care needs, such as a copy of the medical record being needed for personal or educational purposes or personal legal proceedings, providers are permitted to follow their normal policy on billing for this service. Providers must tell the member in advance about this charge.

For more information, please call 800-600-9007. Thank you.