



### **If you are a Patient or Patient Representative:**

Your medical records are legal documents maintained by Mountain View Medical Group; you have a right to a copy of your medical information. Mountain View Medical Group and ShareCare have partnered to provide your requested information in a compliant and timely manner. Please submit your request to Mountain View Medical Group. In accordance with the established process, Mountain View Medical Group will forward the request to ShareCare for processing.

Under federal and state law, we are allowed to recover certain costs related to making a copy of your medical records. The fee we charge is cost-based and includes only the labor, materials, and postage as allowed by HIPAA and highlighted by the Omnibus Final Rule. Medical record copies can be delivered on paper or on CD. In nearly all cases, the overall cost to you will be less when you choose CD as material and postage costs are minimized when compared to printed copies.

If a fee applies to your request, you will receive an invoice after we determine the cost of processing your specific request. Your records will be released in the format you requested within 48 hours after ShareCare receives your payment. Payment can be remitted to ShareCare by check, money order, or credit card. Please note that we cannot accept Flexible Spending Cards for payment.

### **Payment Options:**

To make payment by phone:	1-800-560-3800
To make payment via mail:	ShareCare 8344 Clairemont Mesa Blvd, Suite 201 San Diego, CA 92111

### **If you are a Third Party requesting patient records in accordance with HIPAA:**

Mountain View Medical Group and ShareCare, its business associate, have partnered to provide your requested information in a compliant and timely manner. Please submit your request, and the accompanying patient authorization, to Mountain View Medical Group. In accordance with the established process, Mountain View Medical Group will forward the request to ShareCare for processing. If a fee applies to your request, you will receive an invoice after we determine the cost of processing your request. Records will be released in the format you requested within 72 hours after ShareCare receives your payment. The invoice you receive can be paid, and the records you require can be accessed through our secure website.

### **Third Party Requestors:**

To check the status of your request:	<a href="https://recordstatus.sharecare.com/">https://recordstatus.sharecare.com/</a>
To pay online:	<a href="https://payment.bactes.com/Payments/">https://payment.bactes.com/Payments/</a>
To sign up for e-Delivery:	<a href="https://payment.bactes.com/Accounts/Verify">https://payment.bactes.com/Accounts/Verify</a>
If you need personal assistance:	<b>800-560-3800, Option 2</b>

