



900 Commonwealth Place
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www.azzerturself.com

Medical Record and Medical-Documentation Requests

Azz-ert Urself! Inc. is a mental health and wellness provider created to help our patients improve their mental health and overall wellbeing. We understand that collaboration with our established patients helps us achieve our mission of improving the mental health landscape.

Patients may request their medical records understanding that Azz-ert Urself! Inc. has up to 30 days to complete medical records and documentation requests. Regarding requests for documentation completion, Azz-ert Urself! only completes documentation requests for established patients. Examples of documentation completion requests are **FMLA/WH-380**, **ESA** or **PSD accommodation forms**, **school disability forms**, and **insurance disability forms**. Patients seeking **immediate psychological documentation** or the completion of **VA DBQ** forms are recommended to seek a mental health provider for a psychological evaluation.

If you are an established patient, this document will explain how to submit your request for medical records or documentation completion.

Established Clients Only

Our practice will only complete requests for medical records and other medical-related documentation for established clients. An established patient is one who has been seen multiple times in the last 180 days with a least one session in the last 30 days. Depending on the request, your provider may deem it is clinically necessary to meet with prior to completing any request.

Request Procedure

The patient must submit all medical records requests by completing the medical records form (accessible on the website) and uploading the request into their secure patient portal. All requesters must complete the form and submit the form through secure fax at 757-782-9003 along with a **Release of Information (ROI)** from the patient. When the request and ROI are received and determine that the request is clinically appropriate, Azz-ert Urself! Inc. will send the requester an invoice for the request. Once payment is received processing time begins. In lieu of submitting the request through the portal, the patient may fax in their request through fax as a requester. Requests made through the client portal are reviewed daily. All requests for medical records or medical-related documentation must be submitted using the designated

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request form and up, available through the client portal. The request must include the patient's full name, date of birth, contact information, and specific details of the documents that the patient is requesting.

Processing Time

Requests for medical records or clinical documentation can take up to 30 business days from the date of a completed request being received. In some instances, the request may take longer (e.g., patient does not provide provider with necessary information requested to complete the request or in researching the request for medical records or documentation it is discovered that the request is clinically inappropriate). The request may be delayed if your provider determines it is clinically necessary to meet with you regarding your request. The provider will meet with you based on their clinic availability and cannot guarantee immediate available. Therefore, **it is recommended** that you not make last minute requests and **you submit your request well in advance of when you need it for your purposes.**

Fees

Patients or the requester will be charged the following fees for **medical records** \$0.50 per copy up to 50 pages, after that \$0.25 per page plus a \$20 search fee and shipping and handling. If the patient is not the requester, the patient must complete a Release of Information for the requester to communicate with Azz-ert Urself! Inc (provider) and give permission for the information to be release to the requester.

Patients will be charged a fee for documentation completion requests a rate equivalent to the provider's billable hour rate for all requests with minimum fee of \$75. For ESA or PSD documentation, one completed verification form is included with the initial diagnostic assessment fee. The initial diagnostic assessment fee is available on the website. All additional forms for ESA or PSD will start at \$75.

Payment is required before the release of the requested documents. These fees and details of this document are subject to change without notice.

Compliance

Our practice complies with all applicable federal and state laws regarding patient records, including HIPAA regulations. Patient confidentiality and the security of medical records are of utmost importance.

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