



MEDICAL RECORDS UNIT
Authorized Release of Protected Health Information (PHI) Fee Schedule

Table with 2 columns: Requestor and Fee. Rows include Department of Behavioral Health (DBH) Client or Client's Personal Representative (\$0.25 per page), Subpoena (delivered) Attorney, Insurance Companies and other third-party requests (\$17.59), Civil Subpoena (on-site review) (\$15.00), Criminal Subpoena (DBH does not provide records) (Not Applicable), Appeal regarding eligibility for a public benefit program, such as Medi-Cal or Social Security disability benefits (No Charge), and Notice of Adverse Benefit Determination (NOABD) (No Charge).

Processing Responsibility

If requested Protected Health Information is within a chart located at a clinic, the request is to be submitted directly to clinic staff for processing. If requested PHI is within a closed chart, contact DBH's Medical Records Unit at (909) 421-9350 for processing. A valid Authorization to Release Protected Health Information must be obtained, as well as proper payment and an invoice as applicable.

You may reference County Ordinance Schedule of Fees Section 16 0203 B Behavioral Health or visit https://wp.sbcounty.gov/dbh/ for the following DBH policies/procedures:

- Medical Records Security Policy for Outpatient Services (COM0904)
Authorization to Release Protected Health Information (PHI) Policy (COM0912)
Authorization to Release Protected Health Information (PHI) Procedure (COM0912 1)
Access and Amendment of Medical Records Policy (COM0931)
Access and Amendment of Medical Records Procedure (COM0931-1)

For more information, call (909) 421-9350 (TTY users dial 7-1-1) or email DBH MedicalRecords@dbh.sbcounty.gov.

If you speak another language, language assistance services are available free of charge by dialing (888) 743-1478. TTY users dial 711. DBH complies with applicable federal, civil rights laws and does not discriminate based on race, color, national origin, sex, gender identity, age, disability, or the inability to speak English (LEP).