



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

Requestor	Fee
Department of Behavioral Health (DBH) Client or Client’s Personal Representative A DBH client or his/her Personal Representative is entitled to one free copy of requested records Cost for a summary report provided by a DBH Psychiatrist is also 0.25 per page	\$0.25 per page
Subpoena (delivered) Attorney, Insurance Companies and other third-party requests. Authorized by the client	\$21.69
Civil Subpoena (on-site review) Medical records, billing records and/or both	\$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 Clients, former clients or their personal representatives are entitled to one free copy of the relevant portion of the client’s record necessary to support an appeal for benefits.	No Charge
Notice of Adverse Benefit Determination (NOABD) Clients are entitled to a free copy related to the decision making of the issuance of a Notice of Adverse Benefit Determination (NOABD) for every NOABD issued to the client.	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).