

MEDICAL RECORD REQUEST PROCESS



HealthMark Group ensures accurate and timely completion of requests for all medical and billing records.

- ✓ HealthMark Group fulfills all patient requests for personal copies of medical records at **little to no charge to the patient.**
- ✓ Requests may be submitted electronically through HealthMark's **Request Manager:** <https://requestmanager.healthmark-group.com>.
- ✓ Once logged in, select "Submit Request" from the menu options and enter all required fields to submit a valid authorization.



**You Submit
Request**

**You Complete
Authorization**

**HealthMark
Processes Request**

**HealthMark
Delivers Record**

- ✓ **Please allow 2-3 days for processing.** A copy of your record may be downloaded directly from Request Manager.
- ✓ Please log in to Request Manager for status updates or to chat with support. If you need additional assistance, you may contact HealthMark at 800-659-4035 or status@healthmark-group.com

Visit Request Manager



HOURS OF OPERATION: MON-FRI 8AM CT – 5PM CT