

MEDICAL RECORD REQUEST PROCESS



Baylor Scott & White Health is partnered with HealthMark to ensure 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** through <https://requestmanager.healthmark-group.com> or by scanning the QR code provided on the back using your smart phone.
- ✓ Once logged in, select "Submit Request" from the menu options and enter all required fields to submit a valid authorization.



Authorization

Request

Processes Request Delivers Record

✓ **Please allow 2-3 days for processing.** A copy of your record may be downloaded from Request Manager. Records sent via USPS/FedEx incur postage fees and may take 7 business days to receive.

✓ If you would like to inquire on the status of your medical record request or have any other questions, please call 800-659-4035 or email status@healthmark-group.com.

Visit Request Manager

