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## **INSTRUCTIONS FOR MEDICAL RECORD REQUESTS**

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*Bluebonnet Trails Community Services* outsources our release of information process to HealthMark Group. To follow up on the status of your medical record request, you may contact HealthMark Group directly at 800-659-4035 or [status@healthmark-group.com](mailto:status@healthmark-group.com).

HealthMark Group fulfills all requests for personal copies at no charge. A complimentary copy of your record will be made available through HealthMark Group's website, [www.medrelease.com/360](http://www.medrelease.com/360). First time users are required to register for an account before accessing the website. If paper copies are requested a fee to cover delivery costs will be charged and must be paid before the records will be shipped.

You may also submit a request electronically to HealthMark Group by registering for an account at [www.medrelease.com/360](http://www.medrelease.com/360). Once logged in, you may select Submit Request from the menu options and enter all required fields to submit an authorization to HealthMark Group directly. HealthMark Group will process your medical record request and provide notification via mail or email once complete. A complimentary copy of your record will be made available for you to download through HealthMark Group's MedRelease 360 website.