

## Patient Instructions for Medical Record Requests

Bluebonnet Trails Community Services has partnered with HealthMark Group to ensure the accurate and timely completion of medical record requests.

### **How?**

Requests may be submitted electronically to HealthMark's Request Manager at <https://requestmanager.healthmark-group.com>. Once logged in, select "Submit Request" from the menu options and enter all required fields to provide an authorization directly to HealthMark. Your medical record request will be processed and a notification will be sent via mail or email once complete and available for download.

### **Any questions?**

Please log in to Request Manager for status updates or to chat with support. If you have any questions, you may contact HealthMark at 800-659-4035 or [status@healthmark-group.com](mailto:status@healthmark-group.com).