

**Release of Information Fee Explanation  
Austin Regional Clinic**

Dear Patient,

CIOX Health, formerly known as HealthPort, is the company that Austin Regional Clinic contracts with for release of medical records. CIOX Health's fees follow Texas state statute for the copying and releasing of medical records:

**If you require paper copies, the fees are as follows:**

\$0.39 per page

Plus any postage costs (The postage will not exceed \$15.00)

**If you wish to receive your records electronically, the fees are as follows:**

First 500 pages: not to exceed \$25.00

More than 500 pages: not to exceed \$50.00

Austin Regional clinic is capping the fee at \$25 for a two-year abstract of your medical record including up to five years of diagnostics regardless of page count.

If you require your entire record, the fee CIOX Health charges will be according to Texas state statute.

Please fill out the "Authorization for Use or Disclosure of Protected Health Information" form completely. For expedited processing, please mail, deliver, or fax the completed form to:

CIOX Health – Release of Information  
6937 N IH 35, Ste 500  
Austin, TX 78752  
Fax: 404-855-4977

An invoice will be sent within 5 days of receipt. This fee can be remitted by Check or Credit Card. Payment may be sent the following ways:

Via Mail:

PO Box 409900  
Atlanta, GA 30384

Via Phone:

1-770-754-6000

Via Website:

[www.healthportpay.com](http://www.healthportpay.com)

Your request will be fulfilled upon payment in any of the above mentioned means. Should you have any questions regarding the fee, please contact CIOX Health at 770-810-8908.

Thank you for your confidence in Austin Regional Clinic.