



RECORDS REQUEST PROCESS AND FEE NOTICE

This records request process covers **all BAMSI programs**. Additionally, BAMSI adheres to a disciplined records retention schedule that conforms to applicable federal and state requirements. Depending on the age of the records, some records sought may not be available. Also, BAMSI records are protected by HIPAA and 42 CFR Part 2, and therefore BAMSI will not release protected health information (PHI) without the proper authorization from the persons served or unless otherwise authorized by law.

Persons Served versus Non-Persons Served. BAMSI's records management program defines “**Persons Served**” as its clients or individuals served by BAMSI. It also describes those supporting BAMSI's clients and individuals, such as their lawyers, guardians, and others (individuals, lawyers, and organizations) working on their behalf. Persons Served are permitted four (4) free records request allowances annually. In contrast, “**Non-Persons Served**” are individuals and organizations (e.g., law firms, lawyers, organizations) that are **not** clients or partners of BAMSI and are not supporting BAMSI clients, individuals, and partners, but they are correctly authorized to request and receive BAMSI records. **Note -- if Non-Persons Served prefer physical records, the records fee will be considerably higher.**

Records Fee Schedule. BAMSI is a non-profit behavioral health organization. As such, it receives numerous requests for records, resulting in considerable administrative costs. To soften the expense, BAMSI assesses a records fees schedule described below:

Records Requestor Type	Requestor Type Examples	Applicable Records Fee
Persons Served	BAMSI individual and their authorized family member(s) ◻ guardians ◻ attorneys representing BAMSI individual ◻ partnering agencies ◻ protection and advocacy groups serving BAMSI clients.	<ul style="list-style-type: none"> • \$10 administration fee after the records request allowance is reached; • <i>Extension available upon request;</i> • <i>Electronic and physical records;</i>
Non-Persons Served* <i>* Records request allowance not applicable</i>	Law firms and attorneys ◻ individuals or organizations not representing or supporting a BAMSI client.	<ul style="list-style-type: none"> • \$27 administrative fee; • Physical records only: • \$0.91 per page, the first 100 pages; • \$0.46 per page (after 100 pages);

To request records, send the written authorization listing specific records requested **and** payment (i.e., check) made payable to: **BAMSI, Attn: Compliance and Privacy, 10 Christy's Dr., Brockton, MA 02301**

Mode of Records Delivery. BAMSI uses a number of approved records deliver services.

If electronically:

BAMSI utilizes Paqgets.com (a secure online records service) to deliver records electronically.

If mail/courier service:

BAMSI utilizes several conduits (e.g., FedEx, U.S. Postal Service) to deliver the requested records.

Records Request Process Questions, Concerns, Notices, Subpoena, or Court Order Service

Address

Attn: BAMSI Compliance and Privacy
225 Foxborough Blvd.
Foxborough, MA 02035

If by facsimile:

Fax Number: 508-580-3114