



In mid-July, a correspondence was sent out regarding the newly created guidelines for patient pricing by the Office of Civil Rights and Ciox Health's intention to be in compliance with those guidelines.

In keeping with this, we have concluded our pricing review and will be applying the patient pricing structure as listed below:

- Electronic to electronic (CD/USB/Portal):
 - \$6.50 flat fee
 - Plus sales tax as applicable
- Hybrid (paper AND electronic) to electronic:
 - \$6.50 flat fee for the portion of the record maintained electronically
 - Plus \$2.00 representing our average labor cost to create and deliver the portion of the record maintained in paper for a standard request
 - Plus sales tax as applicable
- Paper to electronic:
 - \$2.00 representing our average labor cost to create and deliver the record for a standard request
 - Plus actual postage if mailed
 - Plus sales tax as applicable
- Electronic to paper or paper to paper:
 - \$2.00 representing our average labor cost to create and deliver the record for a standard request plus
 - Plus \$0.05 per page for supplies (paper and toner)
 - Plus actual postage if mailed
 - Plus sales tax as applicable

Here are a few examples of the new pricing:

- Records stored electronically (e.g., EMR) and delivered electronically (e.g., CD, USB, website/download portal) - the charge will be \$6.50
- Records stored in paper and delivered electronically - the charge will be \$2.00 plus actual postage
- Records stored in paper and delivered in paper - the charge will be \$2.00 plus \$0.05 per page for the cost of supplies (paper and toner) plus actual postage

This pricing applies to all patient and patient directive requests for medical records.