

Patients are entitled to receive a copy of their medical record and CleanSlate can charge for the cost of copying and providing medical records. Under the Health Insurance Portability and Accountability Act (HIPAA), CleanSlate Centers (a covered entity) can only charge reasonable cost-based fees for providing the medical records to patients and non-patients. The flat fee charged by CleanSlate (below) includes all other fees (e.g. copying, printing, shipping, etc.) related to delivering medical records (“flat fee”).

The flat fee schedule applies to **paper-based and verbal records**.

STATE	FEE†	FEE EXEMPT	AUTHORITY
Maine	\$15 flat fee	Patient ¹ , federal and/or state financial need based program ²	Title 22 Section 1711
Massachusetts	\$15 flat fee	Patient ¹ , federal and/or state financial need based program ²	Chapter 111: Section 70
New Hampshire	\$15 flat fee	Patient ¹ , federal and/or state financial need based program ²	Title XXX Occupations and Professions Chapter 332-I Medical Records
Pennsylvania	\$15 flat fee	Patient ¹ , federal and/or state financial need based program ² , district attorney ³	44 Pa.B. 7617
Rhode Island	\$15 flat fee	Patient ¹ , federal and/or state financial need based program ²	R5-37-MD/DO Rules and Regulations [for Medical Records]

CLEANSLATE ONLY ACCEPTS BANK CHECKS.

Notes:

¹ Maximum 3 medical record request allowance per week without fee; thereafter, flat fee charged

² Federal and/or state “financial need” based programs are fee exempt

³ The State’s Attorney is fee exempt

† Flat fee is subject to change without further notice

For questions about CleanSlate’s patient medical records contact:

CleanSlate Centers

Attention: Privacy Office

PO Box 32 | Northampton, Massachusetts 01060

Telephone: 413-517-6035 | Fax: 413-320-4155

For questions about CleanSlate Center medical records process contact:

CleanSlate Centers

Office of Corporate Compliance

244 Main Street, Annex to the Roundhouse Building | Northampton, Massachusetts 01060

Telephone: 413-584-2173, ext. 103