

Digital Record Fulfillment

We will now be fulfilling **Billing Record** requests electronically via ChartSwap, www.ChartSwap.com.

ChartSwap is a HIPAA compliant platform launched to facilitate electronic record exchange between providers and law firms, and other requesting parties. It's free to register and requestors can use ChartSwap to request, track, pay for and download records.

Requests for Medical Records should be directed to the facility or location where the care was provided.

Use the following steps to submit your Record Requests:

- 1** Go to <https://www.chartswap.com/register> to register as a Record Requestor
- 2** In the ChartSwap portal, you can search for providers, enter request details, and upload supporting documents
- 3** Your request will be reviewed, and you will receive a notification once your records are available
- 4** Pay your invoice with a check, credit or debit card in the ChartSwap portal



ChartSwap Support is here to help you get started with the platform, assist with registration and training, and answer any questions about your record requests.

For assistance, contact us directly by phone at 1-855-879-7927, via email at info@chartswap.com or use our live chat available at ChartSwap.com.