



Medical Records Fee Policy

Fees for Copies of Medical Records

- A. As of February 19, 2026 rates for copies of medical records will be charged according to the Ohio Department of Health Medical Records Price Index per ORC 3701.742:**
- a.** The Patient or the Patient's Personal Representative, or an individual authorized to access the patient's medical records through a valid power of attorney
 - a. \$3.99 per page for the first ten pages
 - b. \$0.84 per page for pages eleven through fifty
 - c. \$0.33 per page for pages fifty-one and higher.
 - d. If records are provided electronically to the patient, the total charge cannot exceed \$50.00
 - b.** Third Party Requestors:
 - a. Search fee of \$24.58
 - b. \$1.62 per page for the first ten pages
 - c. \$0.84 per page for pages eleven through fifty
 - d. \$0.33 per page for pages fifty-one and higher
 - e. The actual cost of any related postage
- B.** Fees will be charged to clients for copies of their records.
- C.** The following entities are entitled to one free medical record copy. Fees may be charged for additional copies at the discretion of the Vice President of Quality and Compliance.
- a. The Bureau of Workers' Compensation**, in accordance with Chapters 4121. and 4123. of the Revised Code and the rules adopted under those chapters;
 - b. The industrial commission**, in accordance with Chapters 4121. and 4123. of the Revised Code and the rules adopted under those chapters;
 - c. The Department of Medicaid or a county Department of Job and Family Services**, in accordance with Chapters 5160., 5161., 5162., 5163., 5164., 5165., 5166., and 5167. of the Revised Code and the rules adopted under those chapters;
 - d. The attorney general**, in accordance with sections 2743.51 to 2743.72 of the Revised Code and any rules that may be adopted under those sections;
 - e. A patient, patient's personal representative, or authorized person** if the medical record is necessary to support a claim under Title II or Title XVI of the "Social Security Act," 49 Stat. 620 (1935), 42 U.S.C.A. 401 and 1381, as amended, and the request is accompanied by documentation that a claim has been filed.

- D.** The standard practice will be to provide one free copy of an individual client's medical record for other providers and provider agencies. Fees may be charged for additional copies.
- E.** Medical Records staff will prepare an invoice and send it to the requester via email, mail, or phone. Payment must be received before the records can be sent.
- F.** The maximum statutory charges do not apply to copies of medical records provided to health insurance companies or health insurance corporations. Best Point may bill health insurers and health insurance corporations for the cost of providing copies of documents, provide records free of charge to health insurers and health insurance corporations, or enter into agreements with health insurers and health insurance corporations regarding the provision of records.
- G.** FERPA governs education, Family Visitation, and early childhood and school-age records, and thus no charge will be made for these record releases.