



**KAISER PERMANENTE®**

## **State of Georgia Release of Information (ROI)** Frequently Asked Questions

### **How will State of Georgia members be able to get their medical records for their new clinician?**

State of Georgia members can complete and submit a Release of Information (ROI) form, which can be obtained online at [kp.org](http://kp.org) (a State of Georgia ROI form can be found on the Forms and Publications page) or from the following locations:

- Any Kaiser Permanente medical center
- Kaiser Permanente's DeKalb Tech location (4000 DeKalb Technology Parkway – Suite 200)

Members will be provided options regarding how many years of medical history they would like as well as whether they would like their information printed on paper, stored on a CD or jump drive.

### **How long will it take for State of Georgia members to get their medical records from Kaiser Permanente?**

According to Georgia code, Kaiser Permanente has up to 30 days to provide requested medical record copies (ref. OCGA 31-33-3). To ensure that State of Georgia members receive medical records in a timely manner, Kaiser Permanente has extended its HIMS Department hours of operations for State of Georgia members only.

Effective Tuesday, September 1, 2009, and through March of 2010, Kaiser Permanente's ROI services will handle processing support and pick-up during the following hours:

<b>Monday – Friday</b>	<b>7 a.m. – 7 p.m.</b>
<b>Saturday</b>	<b>9 a.m. – 1 p.m.</b>

Between now and September 1, 2009, the HIMS hours of operation will remain the same.

### **What if a State of Georgia member has a question about their ROI?**

For any and all questions, members can call the ROI information line at 770-496-3870. Additionally, effective Tuesday, September 1, 2009, a hotline will be staffed to answer **State of Georgia** member questions only. Members can call 770-496-3860.

### **Can State of Georgia members pick up their medical records?**

Yes, State of Georgia members can have their medical records mailed to them, or they can pick them up. Members can specify their preference on the ROI form. If members chose to pick up their medical records, a representative from Kaiser Permanente's HIMS Department will contact the member when their medical records are ready for pick-up.

Pick-up of prepared records will be available at the following locations only:

**Southwood Medical Center** (2400 Mt. Zion Parkway, Jonesboro, Georgia 30236)  
Tuesday – Friday from 1 p.m. – 7 p.m. and Saturday from 9 a.m. – 1 p.m. \*\*

**Crescent Medical Center** (200 Crescent Centre Parkway, Atlanta, Georgia 30084)  
Monday – Friday from 1 p.m. – 7 p.m. \*\*

**DeKalb Tech HIMS** (4000 DeKalb Technology Parkway – Suite 200, Atlanta, Georgia 30340)  
Monday – Friday from 9 a.m. – 5 p.m. and Saturday from 9 a.m. – 1 p.m.

## State of Georgia Release of Information (ROI)

### Frequently Asked Questions

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#### Is there a fee to have copies of medical records made?

Yes. Fees vary based on the amount of information requested and whether members would like paper or electronic copies; however, ***there is not a fee if a member elects to have their medical record sent electronically to their new physician.***

Medical Records Pricing Guide:

#### 3 years of information

Progress notes, lab results, radiology reports, ekg, referrals, hospital as available

- **Thumb Drive** **\$ 25.00**
- **CD** **\$ 21.00**
- **Paper** **\$ 45.00**
- **Direct to New Physician (electronic only) FREE \***

#### 3+ years information

Progress notes, lab results, radiology reports, ekg, referrals, hospital as available

- **Thumb drive** **\$ 53.00**
- **CD** **\$ 45.00**
- **Paper** **\$ 87.00**

#### Radiology Images

- **DVD per image** **\$ 2.00**
- **Film per image** **\$ 5.00**

*\* 3 years of clinically pertinent information will be provided or what is specifically requested by your new physician's office.*

Prepayment for all services are due prior to release of information per OCGA §31-33-3.