



VIEW POINT  
Health



## Explanation of Medical Records Process & Fees

To our valued clients:

Gateway Community Service Board (CSB) has partnered with View Point Health to handle requests for Protected Health Information (PHI). On behalf of Gateway CSB, View Point Health will release records in accordance with state and federal regulations concerning mental health and substance use treatment records.

Before your health information can be disclosed, View Point Health is required to obtain a signed and completed HIPAA-compliant Medical Records Request Form.

According to HIPAA's Privacy Rule, View Point Health's Medical Records Department has **30 days** to process requests from the date in which it is received.

There is no charge for records sent directly to a medical provider or other health care facilities for the purpose of continuing care.

If you're requesting medical records for a purpose other than continuing care, an invoice will be sent by View Point Health for processing the request. **Once payment is fulfilled, your PHI will be disclosed.**

**Important:** Please complete the attached Medical Records Request Form in its entirety with a copy of your ID and submit it to View Point Health's Medical Records Department.

- **Request by Email:** Gatewayrecords@vphealth.org
- **Request by Fax:** 678-212-6395
- **Request by Mail:** 175 Gwinnett Drive,  
Lawrenceville GA 30046

**Please Note:** View Point Health does not have access to Gateway's billing and financial records. Please contact Gateway's billing office directly at **(866) 557-9955** for assistance.

Feel free to contact View Point Health's Medical Records Department at **(678) 209-2390** or the departmental email <[Gatewayrecords@vphealth.org](mailto:Gatewayrecords@vphealth.org)> with any additional questions.