Medical Records Access & Fee Schedule

Purpose of This Notice

Modern Therapy Madison, LLC ("Practice") is committed to supporting your right to access your health information in accordance with the Health Insurance Portability and Accountability Act ("HIPAA"), applicable Wisconsin law, and other applicable confidentiality requirements.

This document describes how to request access to health information maintained by Practice, available methods of receiving records, applicable fees, and the distinction between access to existing records and requests for additional professional services.

Additional information regarding your privacy rights is provided in Practice's Notice of Privacy Practices.

Requesting Access to Your Health Information

You may request to inspect or obtain copies of health information maintained about you by Practice, subject to applicable legal limitations.

Requests may include access to available:

- clinical records and psychotherapy progress notes;
- assessments, diagnoses, and treatment plans;
- standardized assessment results;
- discharge summaries;
- billing and payment records maintained by Practice;
- treatment-related correspondence; and
- other health information to which you have a legal right of access.

To request access to your health information, contact:

Privacy Official: Practice Owner, Modern Therapy Madison, LLC
Phone: (608) 218-1496
Email: info@moderntherapymadison.com

Practice may request information reasonably necessary to verify your identity, confirm the authority of a personal representative, identify the records requested, and arrange an appropriate method of delivery.

Practice will not impose unreasonable barriers to exercising your right of access.

Response Time for Records Requests

Practice will act on individual requests for access to health information as soon as practicable and no later than 15 calendar days after receiving the request, unless a shorter period is required by applicable law.

When permitted by law, Practice may extend this period once by up to an additional 30 calendar days. If an extension is necessary, Practice will provide written notice within the initial response period explaining the reason for the delay and the date by which Practice will complete its response.

Requests from third parties or requests for additional professional services may be subject to different time requirements.

Methods of Access and Delivery

Practice maintains health records primarily in electronic format.

Depending upon the nature of the information requested, available technology, your preferences, and applicable confidentiality requirements, records may be made available through:

- inspection of health information;
- an available patient portal;
- secure electronic transmission;
- electronic transmission to a person or organization you designate;
- electronic transmission pursuant to a valid authorization; or
- paper copies.

Practice will make reasonable efforts to provide health information in the requested form and format when readily producible or in another mutually agreed-upon format, consistent with applicable law.

Practice may discuss available delivery methods and associated privacy considerations with you.

Directing Records to Another Person or Organization

You may request that Practice transmit an electronic copy of your health information maintained in an electronic health record directly to another person or organization you designate, as provided by applicable law.

Practice may require information reasonably necessary to identify the intended recipient, the information requested, and the appropriate destination for transmission.

Other requests for disclosure of health information to third parties may require a valid written authorization or other legally sufficient permission.

Practice will comply with applicable federal and Wisconsin confidentiality requirements when releasing health information.

Medical Records Fee Schedule

The following fees apply to access to existing health information maintained by Modern Therapy Madison, LLC.

Type of Access or Service	Fee
Inspection of health information	No charge
Access through an available patient portal or other automated electronic access method	No charge
Electronic copies of existing health records provided directly to Client or an authorized personal representative	No charge
Electronic copies directed to a designated recipient under Client's right of access	No charge
Electronic copies provided to a third party pursuant to a valid authorization	No charge
Electronic copies of available billing or payment records	No charge
Paper copies of existing health records, including authorized third-party requests	No charge
Mailing paper records when requested	Actual postage cost, when legally permitted

Practice does not charge Clients for searching for, retrieving, reviewing, or otherwise preparing existing records for copying in response to an individual request for access.

When paper records are mailed at the request of an individual or authorized recipient, any applicable postage fee will be based upon the actual cost of mailing the requested records. Practice will communicate applicable fees in advance.

Practice may waive postage fees at its discretion or when required by applicable law. No fee will be charged when prohibited by applicable federal or Wisconsin law

Requests for Summaries or Explanations of Health Information

Clients may request a written summary or explanation of their health information.

A request for the preparation of a new summary or explanation is distinct from a request for copies of existing records.

When a Client voluntarily requests and agrees in advance to receive a summary or explanation of health information in connection with an access request, Practice may charge a reasonable, cost-based fee for preparing that summary or explanation, when permitted by applicable law

The scope of the requested service and any applicable fee will be discussed and agreed upon before the service is provided.

Practice will not require Client to accept a paid summary or explanation instead of receiving existing records to which Client has a legal right of access.

Accounting of Disclosures

Clients may request an accounting of certain disclosures of their protected health information as described in Practice's Notice of Privacy Practices.

Practice will provide the first accounting during a 12-month period without charge.

For additional accountings requested within the same 12-month period, Practice may charge a reasonable, cost-based fee when permitted by law.

Practice will notify Client of any applicable fee in advance and provide an opportunity to withdraw or modify the request.

Additional Professional and Administrative Services

Requests requiring Provider to create new clinical documentation, perform additional assessment, develop a professional opinion, complete extensive forms, or provide other non-routine professional services are distinct from requests for access to existing health records.

Examples may include:

- preparation of custom letters, reports, or clinical opinions;
- completion of disability, accommodation, or leave-related documentation;
- completion of FMLA or ADA-related forms;
- preparation of documentation requested for employment, educational, insurance, or other third-party purposes; or
- other non-routine professional or administrative services requiring substantial Provider time.

When clinically appropriate and permitted by applicable law, payer requirements, and contractual obligations, these services may be subject to the professional and administrative service fee described in Practice's Practice Policies & Financial Agreement.

The current fee for qualifying non-therapy professional and administrative services is $150 per hour, billed in 15-minute increments.

Applicable legal and court-related professional services may be billed at $300 per hour, billed in 15-minute increments, as further described in the Practice Policies & Financial Agreement.

These professional-service fees do not apply to ordinary requests for access to, or copies of, existing health records.

Practice will not characterize activities necessary to fulfill an individual's legal right of access as additional professional services for the purpose of charging fees that would otherwise be prohibited.

Limitations on Access and Disclosure

Certain health information may be subject to limitations on access or disclosure under applicable law.

These limitations may include information maintained as psychotherapy notes, as specifically defined under HIPAA; information compiled in reasonable anticipation of or for use in certain legal proceedings; and other information for which access or disclosure may be restricted under applicable federal or Wisconsin law

Psychotherapy notes, as specifically defined under HIPAA, are distinct from routine psychotherapy progress notes and other clinical documentation maintained as part of Client's treatment record.

Additional confidentiality protections may apply to mental health treatment records under Wisconsin law and substance use disorder patient records subject to 42 CFR Part 2.

Practice will evaluate requests individually and comply with applicable access, confidentiality, authorization, and disclosure requirements.

If access to requested information is denied or restricted, Practice will provide information regarding the determination and applicable rights to review or challenge the determination as required by law.

Outstanding Balances

An outstanding balance for psychotherapy services or other professional services does not eliminate Client's legal right to access health information.

Practice will not withhold records to which Client has a legal right of access solely because Client has an outstanding balance for services.

Records Maintained by Other Organizations

Practice can provide access to health information maintained by or on behalf of Practice to which applicable access rights extend.

Certain insurance, billing, payment, or other records may be maintained independently by organizations such as health insurance companies, billing platforms, or other health care providers

When appropriate, Practice may direct Client to the organization responsible for maintaining those records.

When another organization maintains health information on behalf of Practice that is subject to Client's right of access, Practice will take appropriate steps to facilitate access consistent with applicable law.

Availability and Changes to This Fee Schedule

This Medical Records Access & Fee Schedule is available through Practice's website and upon request in electronic or paper form.

Practice may revise this schedule as operational needs, applicable laws, or professional requirements change.

Any fees charged will comply with applicable federal and Wisconsin law. When a fee applies, Practice will provide information regarding the anticipated charge before completing the request.

Questions or Additional Information

Questions regarding access to health information, records requests, applicable fees, or privacy rights may be directed to:

Privacy Official
Practice Owner, Modern Therapy Madison, LLC
Phone: (608) 218-1496
Email: info@moderntherapymadison.com

Additional information regarding your privacy rights, confidentiality protections, and complaint procedures is available in Practice's Notice of Privacy Practices.