

MEDICAL RECORD REQUEST PROCESS



Houston Eye Associates is partnered with HealthMark Group to ensure accurate and timely completion of requests for all medical and billing records.

- ✓ HealthMark Group fulfills all patient requests for personal copies of medical records at **no charge to the patient.**
- ✓ Requests may be submitted electronically by registering through HealthMark's **Request Manager:** <https://requestmanager.healthmark-group.com/register>.
- ✓ Once logged in, select "Submit Request" from the menu options and enter all required fields to submit a valid authorization.



**You Submit
Request**

**You Complete
Authorization**

**HealthMark
Processes Request**

**HealthMark
Delivers Record**

- ✓ **Please allow 3-5 days for processing.** A complimentary copy of your record may be downloaded directly from Request Manager.
- ✓ If you would like to inquire on the status of your medical record request or have any other questions, please call 800-659-4035 or email status@healthmark-group.com.
For Spanish Speaking Only Ext. 1022

Visit Request Manager



HOURS OF OPERATION: MON-FRI 8AM CT – 5PM CT