



Fee Schedule

Requestor	Description	Fees
Department of Behavioral Health (DBH) clients or Personal Representatives	A DBH client or his/her Personal Representative is entitled to one free copy of requested records. Cost for a summary report provided by a DBH Psychiatrist is also \$17.46	\$17.46
Attorney, insurance companies and other third party requests	Authorized by the client	\$ 19.16
Civil Subpoena	Medical records, billing records and /or both	\$ 15.00
Criminal Subpoena	DBH does not provide records	Not Applicable
Appeals regarding eligibility for a public benefits programs, such as Medi-Cal or Social Security/ Disability benefits	Clients, former Clients or authorized Personal Representatives are entitled to one free copy of the relevant portion of the client’s record necessary to support an appeal regarding eligibility for a public benefit program, such as Medi-Cal or Social Security disability benefits.	No Charge
Notices of Adverse Benefit Determination (NOABD)	Clients are entitled to a free copy of records related to the decision making of the issuance of a NOABD for every NOABD issued to the client.	No Charge

Processing Responsibility

If requested Protected Health Information (PHI) is within a chart located at a clinic, the request is to be submitted directly to clinic staff for processing. If requested PHI is within a closed chart, contact DBH’s Medical Records Unit at (909) 421-9350 for processing. A valid Authorization to Release Protected Health Information (PHI) must be obtained, as well as proper payment and an invoice as applicable.

You may reference *County Ordinance – Schedule of fees Section:16.0203B Behavioral Health* or visit www.sbcounty.gov/dbh for the following DBH policies/procedures:

- **Medical Records Security Policy for Outpatient Services** (COM0904)
- **Authorization to Release Protected Health Information (PHI) Policy** (COM0912)
- **Authorization to Release Protected Health Information (PHI) Procedure** (COM0912-1)
- **Access and Amendment of Medical Records Policy** (COM0931)
- **Access and Amendment of Medical Records Procedure** (COM0931-1)

For more information, call **(909) 421-9350** (TTY users dial 711) or email DBH-MedicalRecords@dbh.sbcounty.gov

If you speak another language, language assistance services are available to you free of charge by dialing (888) 743- 1478. TTY users dial 711. DBH complies with applicable federal, civil rights laws and does not discriminate based on race, color, national origin, sex, gender identity, age, disability, or LEP.