

Pharmacy Records Request Process Requirements

A subpoena or an authorization is required to release Pharmacy records. A third-party representative, CIOX Health, is utilized for all pharmacy record requests. Please carefully review the instructions below regarding submitting your requests for pharmacy records.

Subpoenas

Subpoenas are required to be served on our registered agent, Corporation Service Company (CSC), via process server, certified mail, or overnight delivery method which provides the date and time, name and signature of the individual accepting service.

Authorizations

Authorizations for release of medical records only can be faxed to 770-689-3315.

Authorizations dated later than twelve (12) months from today's date will be rejected.

Payments

Payments for pharmacy records should be directed to CIOX Health

Questions or Status Updates

All questions or status updates should be directed to CIOX Health at se_grocers@cioxhealth.com

or 1-800-367-1500.