



Member Service Records Policy: Requesting Copies of Member Service Records

Purpose: To ensure that member requests to MSR (Member Service Records) are complete and met in a timely and confidential manner.

DCRC Policy: Members have the right to request, review, and receive all information in their MSR, including contact notes, demographic information, medical and/or psychiatric information or evaluation obtained by DCRC. Information in MSRs will only be released directly to the member by following the procedure listed below.

Procedure:

1. Member requests to access to their DCRC records must be made in writing signed and dated by the member or member's authorized representative.
 - If member can come to DCRC, we prefer that they fill out a Member Service Record Request Form; however, the member can provide their own request in writing as long as it is signed and dated.
 - If member has moved out of state, or cannot personally come to DCRC to make the request or pick up the MSR hard copy file, please see step 6.
2. All such requests should be reviewed by the Program Manager immediately upon receipt of such requests. The original request for the MSR will be inserted into the MSR hardcopy and documented in the case management database.
 - If the MSR hardcopy is no longer at DCRC offices per DCRC's records storage guidelines, the request will be documented in the database and once the hardcopy is located, placed in the file.
3. A copy of the complete MSR shall be made available to the member within 15 calendar days of receipt of such a request as long as the MSR is currently on DCRC premises. If medical records are included in the MSR, DCRC staff will make every effort to provide the medical records within 5 business days.

Disability Community Resource Center - www.dcrc.co

12901 Venice Boulevard, Los Angeles, California 90066

(310) 390-3611 **Voice** 📞 (310) 398-9204 **TTY** 📞 (888) 851-9245 **Toll-Free**

- If the MSR hardcopy is no longer at DCRC offices per DCRC's records storage guidelines, staff will begin the process of locating the file at DCRC's storage facility and make every effort to locate the file as soon as possible
4. Once the MSR hard copy has been located, the primary IL Specialist will assemble the MSR and ensure it is consistent with the MSR organizational guidelines. A complete photocopy of the original MSR will be prepared in an envelope for the member to pick up. The following items will be provided when providing a complete copy of the MSR:
- All member rights and responsibilities forms, ILPs/Goal Plans, and additional documentation are made available, including those from the online database.
 - All contact notes will be printed and placed in the MSR.
 - Any other information in the online database will be printed and placed in the MSR.
5. In order to transfer the MSR to the member, the member is required to sign the DCRC MSR Acknowledgement of MSR Receipt Form.
- The photocopy MSR can only be released to the member in person- not to a third party.
 - The staff person that transfers the photocopy MSR to the member must also sign and date the DCRC Record Release Form.
 - The signed DCRC Record Release Form will be photocopied. The original will be placed in the MSR; the copy will be provided to the member.
6. If a member has moved or cannot come to DCRC and has phoned in a request for records:
- a. The primary specialist will inform the member:
 - She will need to send a written letter making the request
 - These records are confidential and DCRC will send them via Certified and Restricted Delivery, so they will need to show I.D. and sign upon delivery.
 - There is increased risk to the confidentiality of records and that DCRC will make every effort to safeguard information, that DCRC cannot be held responsible for any loss or damage to records.
 - b. Member must make the request with a signed letter. This letter must be dated and include: (1) the records they are requesting- is it specific information or the complete record and (2) they understand that DCRC will be

sending confidential records with sensitive information through the mail, at their request. They understand that DCRC is not responsible for their loss or damage.

- c. The Office Manager will coordinate with Program Manager to send the records.
 - Purchase Certified Mail with Restricted Delivery, requiring the member to show I.D. and sign to ensure delivery only to the member.
 - Track delivery and signature online and leave updates in online database contact notes.
 - Upon delivery, print all documents of delivery and add to the hardcopy Member Service Record and add a note in case management database system documenting the delivery.
 - The signed confirmation of receipt must be compared with the member name and added to the hardcopy MSR file.