

4. Original medical records will only be released in compliance with Federal or State laws, court orders, or subpoenas.
5. Members shall have access to their own records and information in a timely manner, not to exceed 30 days based on the urgency of the situation.
6. Provider shall not charge the member or OSF HealthPlans for copying medical records when the records are necessary for:
 - A. Appeals;
 - B. Grievances;
 - C. Quality of care complaints;
 - D. Quality management activities;
 - E. Utilization management activities;
 - F. Continuity of care when members change PCPs; or
 - G. Continuity of care when members are referred to another provider.
7. Members may be charged a reasonable, cost-based fee for copying of medical records, in accordance with State and Federal, if the records are for the member's personal use. The fee may include only the cost of copying and postage (if the member has requested that the records be mailed).