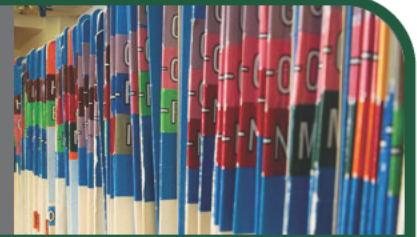


# Record Retrieval



**Overview** For professionals in the legal and insurance fields, having accurate and complete records on hand and easily accessible is essential. Too often, procuring these records is frustrating, time-consuming and costly. By using MCS's Record Retrieval Services, those vital records can be obtained quickly, efficiently and economically. Backed by over 30 years of experience and a national office network, MCS can gather documents from virtually any source, anywhere and in a timely manner.

**How We Work** Initiating a request to obtain records from MCS is simple. Just contact MCS by phone, mail, email, fax OR follow these simple steps to obtain records online:

- First time users can send an email request to: [records@themcsgroup.com](mailto:records@themcsgroup.com).
- If you already have a user name and password, go to [www.themcsgroup.com](http://www.themcsgroup.com) and complete a Records Request form.



**How To Begin** To obtain records, MCS needs only a signed HIPPA compliant authorization issued from you or a court-issued subpoena. If a subpoena is needed, MCS will prepare it, along with the notice of deposition, notify all interested counsel, contact the records provider and serve the subpoena. If anything can speed the process, such as courier services or follow-up calls, MCS will provide them and advance any fees involved.

**Delivery** Once records are obtained, we'll check them thoroughly and provide our MCS Quality Guarantee, assuring you of completeness and accuracy. Records are delivered as bound copies on high-quality paper, along with the Certification of Records Custodian. If you'd prefer, we can scan the records to our secure online repository to download at your convenience.

**MCSDirect** In addition to a dedicated Account Manager, MCS offers another major advantage: our exclusive MCSDirect service. This unique 24/7 capability allows you to place your orders online, monitor status, and receive your documents electronically through our repository.

**Billing Options** You can choose to have our services billed to the requestor or to a third party. We can also deliver monthly invoices electronically and can accept payment via credit card or electronic funds transfer.

**Services Offered**

- Medical Record Retrieval
- Claimant Authorization Requests
- Subpoena Requests
- Public Records Requests
- Medical Record Analysis
- X-ray Duplication & Digitization
- On-Site Copy Requests

