

## MEMORANDUM

Re: Record Requests

Dear Law Firm,

We will now be fulfilling billing record requests electronically via ChartSwap, [www.ChartSwap.com](http://www.ChartSwap.com).

ChartSwap is a HIPAA compliant platform launched to facilitate electronic medical and billing record exchange between medical providers and law firms, and other requesting parties. It's free to register and requestors can use ChartSwap to request, track, pay for and download records.

Requests via mail or fax or email are no longer processed, please re-submit this request via ChartSwap.com using the following steps.

1. Register at <http://www.chartswap.com/register> as a Record Requestor
2. Sign in and Search for a Provider, Enter Request Details, then Upload Supporting Documents
3. Once your request has been reviewed and records are available, you will receive a notification and invoice which you can pay with a check or credit or debit card.

Please contact ChartSwap directly at 855-879-7927 if your firm needs to register more than one user or if you would like to schedule training for your employees.