



Provider communication

General information and system updates

September 28, 2023

Maricopa County Sheriff's Office Medical Record Requests

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care and Mercy Care DCS CHP

Please see below for an update regarding requests for medical records from Dr. Tracy Crews, Chief of Psychiatry at Maricopa County Sheriff's Office Medical Services, Correctional Health Services.

As of 9/21/23, Community Transitions will no longer be able to complete records requests. All requests must go through the Correctional Health Services Medical Records department (CHS HIM). The email address to request records is CHSHIMROI@maricopa.gov. If the Community Transitions team receives a request for medical records, they will forward the request to CHS HIM but please note that this will result in unnecessary delay. The fastest and most reliable way to get records is to send the requests directly to the CHSHIMROI@maricopa.gov email address. Thank you for your understanding and cooperation.

In order to accommodate for continuity of care, please request records 72 hours prior to release if release date is known in advance.

Please don't hesitate your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website. Thanks for all you do!

[Sign up for our email list](#)

Mercy Care | 4500 E. Cotton Center Blvd., Phoenix, AZ 85040

STAY CONNECTED

