



CAPITAL AREA HUMAN SERVICES  
ADMINISTRATION

*Mission: To deliver caring and responsive services, leading to a better tomorrow.*

## CAHSD Behavioral Health Medical Records Requests

- **The CAHSD Medical Records Release of Information Form must be completed and returned to us;** this form meets legal requirements that apply to CAHSD including and not limited to HIPAA, 42 CFR Part 2, and FERPA, which protect the privacy of mental health and substance use disorder treatment records. **We do not accept other forms; no exceptions will be made.** For the fastest response time, please send the completed request using your secure email service to [cahsmedicalrecords@la.gov](mailto:cahsmedicalrecords@la.gov). If sending the request via fax, please address the coversheet to **CAHSD Medical Records at secure fax number 888-971-4031**. If sending the request via mail, please address to **CAHSD Medical Records, P.O. Box 66558, Baton Rouge LA 70896-6558**.
- **Clients or their authorized personal representatives (e.g., parents, legal guardians) are not charged fees** for copies of their own medical records. According to federal law (21st Century Cures Act Final Rule effective 10/6/2022), clients or their personal representatives have the right to access their digital healthcare records at no cost. Records are routinely provided on a USB flash drive and, on a case by case basis, can be printed on paper for clients who do not have computer access. A government-issued picture ID is required.
- **Other medical records requestors pay fees** for copies of clients' medical records depending on the type of requestor; regular fees are established by Louisiana Revised Statute (La. R.S.) 40:1165.1 and special fees for copies related to disability determinations are set by La. R.S. 46:18. The Medical Records Team is responsible for determining whether there is a fee, calculating any amounts that must be paid before records are provided, sending invoices to requestors, and handling all payments for copies of medical records.
- **The time it takes to get copies of clients' medical records depends on the type of requestor:** Clients or their personal representatives - without delay per the federal 21st Century Cures Act; Child Protection Investigations, Adult Protective Services, and Elderly Protective Services - without unnecessary delay per La. R.S. 15:1507 and La. R.S. 46:56; Subpoenas duces tecum and other court orders - by the court's due date per La. R.S. 13:3715.1; Managed care payers and claims auditors - within 5-10 business days; Family members and other entities such as non-emergency medical providers, attorneys, local jails, state prisons, probation and parole officers, case workers, and insurance companies - within 15 calendar days per La. R.S. 40:1165.1.
- **If clients prefer to get their records in person, they should call first and make an appointment** to pick up the records from CAHSD Administration located at 12301 Coursey Blvd., Baton Rouge LA 70816 during Monday-Thursday 8:00 AM-4:30 PM and Friday 8:00 AM-10:30 AM except on holidays and special office closures. Due to the volume of requests received, appointments are strongly recommended. Walk-ins may be asked to return on another day.

*Revised 6/3/2025*

**CAHSD Behavioral Health Medical Records**

**Mailing Address P.O. Box 66558, Baton Rouge LA 70896-6558**

**Email [cahsmedicalrecords@la.gov](mailto:cahsmedicalrecords@la.gov) | Fax (888) 971-4031**

**Phone 225-925-1863, 225-964-5281, 225-964-5285 | [cahsd.org](http://cahsd.org) | [realhelpbr.com](http://realhelpbr.com)**

**"Equal Opportunity / Equal Access Employer"**



CAHSD is proud to be nationally recognized and accredited by the Commission on Accreditation of Rehabilitation Facilities

Outpatient Treatment: Mental Health (Adults)

Outpatient Treatment: Mental Health (Children and Adolescents)

Outpatient Treatment: Substance Use Disorders/Addictions (Adults)

Outpatient Treatment: Substance Use Disorders/Addictions (Children and Adolescents)

Residential Treatment: Substance Use Disorders/Addictions (Adults)