



RETURN OF SERVICE

The Department of Health Care Services (Department) is returning a request for information.

This request is ineffective to compel compliance by the Department, as indicated:

The request seeks health information related to an individual believed to be a Medi-Cal beneficiary. No Social Security Number (SSN) or Medi-Cal Client Identification number (CIN) is provided. A CIN or SSN is needed to reasonably identify the subject of the request and ensure requests are authentic.

The request is not directed to the Department of Health Care Services or the California Department of Health Care Services.

The subpoena request does not include the requisite Notice to Consumer or Authorization by the subject of the request.

The Authorization or Request for Access does not include a legible copy of a photo identification or Medi-Cal Beneficiary Identification Card (BIC).

The \$15 fee required for a California Civil Subpoena for records is not tendered with the request.

The \$275 witness fee deposit required for the personal appearance of a Department witness pursuant to a California subpoena is not included.

The request is directed to an employee rather than the Department. The Department is not authorized to accept service on the person named.

Note to Requestors: If you are seeking medical records, the Department may not be the best source. For most Medi-Cal members, the Department has claims records and/or limited encounter data, and these may not be completely up to date. For most Medi-Cal members, the managed care plan in which the member is enrolled or the health care providers who provided services will have more extensive and complete information than the Department.

Other:

The Department's guidelines for service of process may be accessed at:
<http://www.dhcs.ca.gov/formsandpubs/laws/Pages/Service-of-Process.aspx>