

Sharecare Request Submission Portal Instructions

1. Navigate to the website below & click on the icon to submit a request:

<https://myplatform.hds.sharecare.com/submission-tools/ui/pro?clientId=TX3391>

Medical Record & Audit Requests



2. Add the **Patient Information** into the patient specifics, if applicable. For requests/audits containing multiple patients, enter first and last name as "AUDIT AUDIT" and DOB as 01/01/1900.

Submit a Request

Patient Name (Required)

First *

Last *

Patient Date of Birth (Required)

month/day/year

Patient Email

Patient Phone

() - -

Patient Address

Street Address

City

State

Zip Code

3. **Authorization Document Upload*** Click the Select Files button to open a dialog box that will allow you to search for the PDF files you want to upload or you may drag and drop files where it says Drop files here to select. Once the document is uploaded, you will have the option to Remove or View. Please note that the document *must* be in a PDF file, it cannot be in any other format.

Authorization Document Upload (Required)

Select Files...

Drop files here to select

Accepted file types: jpg, png, gif, jpeg. Maximum single file size: 5MB

Please upload the authorization document in PDF format only. Please also make sure it is not encrypted or password-protected.

4. **Comments:** enter any comments that may be pertinent to the request being uploaded

Comments

If there are any notes or instructions to share with the Sharecare team you may enter them here.

5. Click **Submit**

Submit