

# CONTACT INFORMATION

## FOR PATIENTS & REQUESTERS



### CUSTOMER SERVICE

- Call: 877-777-7882
- Email: [customerserviceshds@sharecare.com](mailto:customerserviceshds@sharecare.com)
- Live Chat: <https://hds.sharecare.com>



### CHECK YOUR REQUEST STATUS

1. Enter the patient's date of birth.
2. Enter the patient's first and last name or reference number (Request/Invoice ID)

<https://recordstatus.sharecare.com>



### PAY YOUR INVOICE ONLINE

- Your Request/Invoice ID or customer number is needed to pay your invoice
- To obtain your Request/Invoice ID, first check the status of your request using the patient's name and date of birth

<https://payonline.hds.sharecare.com>

### REQUEST GATEWAY

Medical Record Requesters: With this tool, you can easily track the status of your request, download requests, and find out invoice amounts and Request/Invoice ID information.

Sign up and enjoy complete control of your request process.

[SIGN UP HERE](#)