hXe Portal
Frequently Asked Questions

What is hXe?

hXe provides a secure, simple way to request your medical records from your healthcare provider. You can complete the HIPAA authorization form entirely online and you'll be able to download the records once they're ready.

How does hXe work?

hXe allows you to submit requests for medical records to any healthcare provider in the United States. After submitting your request, your healthcare provider will deliver your records directly to you. Once your records a ready, you will be able to download an electronic copy of your medical records directly from your hXe account.

Why should I use hXe?

hXe allows you to conveniently request your records from home and get them back in digital format. Providers on hXe cannot lose or misplace your request, ensuring you will get your records back without potential further delays.

How much does it cost?

It's free to request through hXe (there may be a fee from the provider office for the records).

How can I sign up?

Signing up for a hXe account is simple and can be done in less than 5 minutes. In order to sign up for a free account, please visit www.hxe.io/user/signup_individual and follow the proceeding steps for setting up your account.

Will I be notified when my records are ready?

Yes, you will receive an email notification letting you know that your request has been fulfilled and that your records are ready to be downloaded.

How long will my records be stored on hXe?

Your records will be available for 90 days to download your records. hXe is not designed to permanently store your medical records. hXe acts as a secure platform that facilitates the exchange of information between one entity to another.

What should I do if I don't receive my medical records within 30 days?

Under the HITECH Act, your healthcare provider is required to provide you with a copy of your medical records within 30 days of submitting your request. If it has been more than 30 days and you have not received a copy of your medical records, please contact your healthcare provider.

How do I request records from a healthcare provider not using hXe?

To request your medical records from a healthcare provider who is not currently using hXe:
1. Create a contact for this provider, which can be done when creating a new request.
   a. In order to create a new contact, start by typing in the name of the healthcare provider you wish to request records from.
   b. As you start typing in the name of the provider, a drop-down menu will appear with an option to *Add New Recipient*.
   c. From here, all you need to do is fill in the facility's basic information, press submit and this contact will be permanently saved in your contact directory.
   d. All of the contacts you create can be found under *Browse User Contacts*, located in your *My Activities* tab.
2. Complete the rest of your information as you normally would and submit.

What type of requests can I send through hXe?

hXe is designed to handle any type of record requests. With hXe, you can request records from any department. Some of the most common departments are Medical Records, Billing Office, Patients Accounts, Radiology, etc.

Is h**X**e secure and HIPAA compliant?

Yes, h**X**e is a secure and HIPAA compliant platform that meets all state and federal regulations. The security and confidentiality of your Protected Health Information (PHI) is our number one priority!

What browsers does h**X**e support?

h**X**e is compatible with all browsers, however, we recommend using the latest version of either Google Chrome, Internet Explorer or Firefox. We cannot guarantee functionality in other browsers.

Can I remove the two-step authentication when logging into my account?

Due to security requirements and in order to protect your Protected Health Information (PHI), we require that all h**X**e users must complete a two-step authentication process when logging into their h**X**e account. This additional step reduces the chances that an unauthorized individual or party will be able to access your PHI.

How can I close my h**X**e account?

To close your h**X**e account, please contact our h**X**e support team by phone (844) 279-1108 or through email support@hXe.io.

If we still haven't answered your questions, please contact our customer support team by phone (844) 279-1108 or through email support@hXe.io.