

Contact Information

Customer Service for Patients and Requesters



CHECK YOUR REQUEST STATUS 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://recordstatus.sharecare.com>



PAY YOUR INVOICE ONLINE

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

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



CUSTOMER SERVICE

- Call: 858-244-1811
- Live Chat:

<https://hds.sharecare.com>

Sign up and enjoy complete control of your request process!

With this tool, you can easily track the status of your request, download requests, and pay your invoices.

SIGN UP HERE

<https://myplatform.hds.sharecare.com/hds/request-gateway/>