

## AMENDMENT REQUEST FAQs

### **What is the cost for amending medical records?**

There is no charge for requesting an amendment to your medical record

### **When will I receive a response to my request?**

Your request will be reviewed and approved or denied within 60 days of receipt of your amendment request. If the request takes longer than the allotted time, an extension letter will be sent to you within an appropriate time frame explaining the reason for the extension.

### **How can I expedite the process?**

Providing a copy of the document(s) in question, strike through the information you do not agree with, and writing in what you believe to be the correct information is very helpful and can expedite the process. Additionally, using one form for each requested amendment is helpful in expediting the process when you are requesting multiple amendments. Please note that not all requests are able to be expedited due to outside or technical circumstances, but we will do our best to accommodate your request.

### **What happens if my request is approved?**

The approved form and the amended document(s) are sent to you via U.S. mail or email as requested.

### **What does "approved with modification" mean?**

The author of the document decided to amend part of your request, but not all. The provider will indicate the reason for the partial approval.

### **What are the reasons my request might be denied?**

- BCH did not create the information and you must return to the source to amend their document.
- The information is complete and accurate as reviewed by the author.
- The information is compiled in anticipation of or for use in any civil, criminal or administrative action or proceeding.
- You did not provide enough information to complete the request.
- The request is regarding billing information and needs to be redirected back to the billing department.

### **If denied, can I re-request the amendment?**

Yes. Once the request has been denied, you may appeal the request and submit additional documentation or a statement of disagreement for additional consideration.

### **How do I get my records permanently removed from BCH?**

The information contained within the BCH Health record cannot be permanently removed in its entirety. You can request that specific information is amended or removed, but the entire record cannot be removed

### **What if I want the amended document released to other persons or parties?**

To have your amended documentation sent to other persons or parties, fill out a BCH Medical Records Release form located on the Medical Records site at [www.BCH.org](http://www.BCH.org)