

Record Amendment & Correction Response Cheat Sheet

Reviewed by the BastionGPT Clinical Advisory Board · July 2026

A record amendment and correction response is what a practice produces when a client asks to change something in their record: the decision letter, the appended amendment or the denial with its required elements, and the request log. The US clock: 60 days from receipt (45 CFR 164.526). Never delete the original: append or link.

Request intake and the log the clock starts here

Do: date-stamp on receipt, log the requester, the exact entry disputed, and the change asked for; calendar day 60.

Pitfall: importing the access rule's 30-day clock or a six-month window; amendment runs 60 days from receipt.

Accuracy review four grounds only

Do: route to the entry's author; deny only if not created here, outside the record set, not inspectable, or accurate and complete.

Pitfall: treating "the client disagrees" as a ground; either the record is wrong and you amend, or you stand behind it.

Acceptance: append or link never delete

Do: append or link the amendment, keep the original visible, inform the client, and get agreement on who else to notify.

Pitfall: overwriting the entry; an amendment that erases its target reads to reviewers as alteration.

Denial letter four required elements

Do: state the basis, the statement-of-disagreement right and how, the accompany-disclosures option, and both complaint paths.

Pitfall: stating the basis and stopping; every dropped element is a separate process violation.

Statement of disagreement it must travel

Do: accept it within a preset length limit, append it, include it with future disclosures; copy the client on any rebuttal.

Pitfall: the orphaned statement, filed apart from the record and missing from the next disclosure.

Provider-correction crosswalk your own errors

Do: fix your own charting as a correction, addendum, or late entry: dated, attributed, permanently denoted, original preserved.

Pitfall: correcting after a payment determination; auditors then review only the original record.

Outcome and retention your only proof

Do: log the decision, date, decider, and notifications; keep the documentation 6 years (45 CFR 164.530(j)).

Pitfall: an undated decision; a timely response you cannot prove is a missed clock.

Before it goes out

- ☐ Received date logged; decision inside 60 days
- ☐ Ground cited is one of the four, or amend
- ☐ Original entry preserved; append or link only
- ☐ Any denial carries all four elements
- ☐ Client agreement on notifications obtained
- ☐ Statement of disagreement set to travel
- ☐ Log complete: dates, decision, decider

Drafting with AI

Give it the request, your finding, and the ground; it drafts the decision letter, the amendment language, and the log entry.

"Draft an amendment decision letter: dose error accepted and appended, diagnosis removal denied as accurate and complete, statement of disagreement offered."

Never paste client-identifying information into consumer AI tools. BastionGPT is HIPAA-compliant with a signed BAA on every plan.

150 to 400 words
typical decision letter

15 to 30 min by hand
clinical team estimate

60 days from receipt
US decision clock

Client · regulators · your log
who reads it

Record Amendment & Correction Response Template

Copy or print for your practice · Adapt fields to your organization's, payer's and jurisdiction's documentation requirements.

Practice/program: _____ Date request received (day one): _____ Received by: _____

Client (initials): _____ Decision due (60 days from receipt): _____ Requester and authority: _____

Entry in dispute and change requested

Note, date, and author · the change requested · the client's stated reason · attach the request itself

Accuracy review

Reviewed by the entry's author · finding: inaccurate or incomplete (amend) · accurate and complete, not created here, outside the record set, or not inspectable (deny)

If accepted: append or link

Where the amendment lives · original preserved and marked as amended · client informed · agreement to notify others · persons and business associates notified

If denied: the four required elements

Basis · statement-of-disagreement right and how to file · request and denial may accompany future disclosures · complaint paths: the practice and HHS OCR

Statement of disagreement / rebuttal

Statement received and length limit · rebuttal with a copy to the client · all documents appended · statement travels with future disclosures

Outcome log (keep 6 years, 45 CFR 164.530(j))

Decision and date · decided by · notifications completed · extension notice date if used

Completed by (name and role): _____ Signature: _____ Date: _____