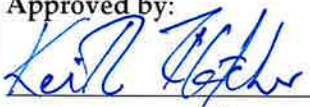
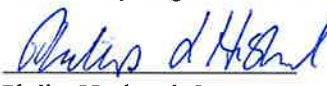


District of Columbia Department of Health <h2>Vital Records Modification Processing</h2>		PROCEDURE 1108.000 Implementing Office: Center for Policy Planning and Evaluation/Vital Records Division Training Required: Yes Originally Issued: JUN 13 2022 Revised/Reviewed:
Approved by:  LaQuandra S. Nesbitt MD, MPH; Agency Director	Review by Legal Counsel:  Phillip Husband, Esq.; General Counsel	Effective Date: JUN 13 2022 Valid Through Date: JUN 13 2025

I. Authority	Reorganization Plan No. 4 of 1996; Mayor’s Order 1997-42; The Vital Records Modernization Act of 2018, D.C. Law 22-189, D.C. Official Code §7-231.
II. Reason for the Policy	<p>The DC Health Vital Records Division (DCVRD or “the Division”) within the Center for Policy Planning and Evaluation (CPPE) has jurisdiction over District of Columbia birth, death, fetal death, and domestic partnership records. District laws and regulations establish authority for the Registrar to register, certify and amend vital records and issue certificates.</p> <p>Modifications to a record of a vital event are a common service requested by Vital Records customers. As modifications amend critical data fields in the record, it is essential that DCVRD employees ensure that the application is correct and reflects a permissible amendment to the document in question. Furthermore, DCVRD must ensure that the applicant is entitled to make the requested modification and has been assessed the correct fee(s).</p>
III. Applicability	This document shall apply to all DC Health employees, vendor staff, contract employees, interns, employees of other DC government agencies temporarily assigned to DC Health who are assigned to DCVRD or whose assignment affords access to information in vital documents. These individuals are referred to collectively herein as “employees” or “DCVRD employees.”

<p>IV. Policy Statement</p>	<p>Modifications fall within the portfolio of the Customer Service and Certification Operations Unit (CSCO), a unit within DCVRD. The State Vital Records Registrar (“the Registrar”) is the accountable manager for the performance of this function. The CSCO Supervisor is delegated responsibility for the daily management of modifications.</p> <p>DCVRD will communicate the necessary lead time for modifications processing to customers. The lead time requested may be updated by the Registrar at any time. DCVRD employees will provide written instructions to applicants requesting a modification.</p> <p>DCVRD employees may only initiate a modification upon receipt of a request from an authorized data provider or an entitled individual as indicated in SOP 1127.000 Vital Records Entitlement and Identity Verification, in a form or manner as prescribed appropriate by the Registrar.</p> <p>Corrections are modifications to fields on registered records that are not printed on birth, death and fetal death certificates.</p> <p>Amendments are modifications to fields on registered records that are printed on birth, death and fetal death certificates.</p> <p>Only entitled data providers are authorized to submit a request to correct a registered record. Amendments may be requested by entitled individuals and data providers, in a form or manner as prescribed appropriate by the Registrar. All correction and amendment requests received from entitled data providers must include a letter on the facilities letterhead including a signature from the appropriate party with required supporting documentation.</p> <p>DCVRD will communicate to applicants for a modification that the documentation requirement to substantiate a requested modification to a field on the record is in addition to the documentation necessary to verify entitlement and identity, and the specific documents needed for each requirement may differ.</p>
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	<p>The Registrar will issue written guidance to DCVRD employees with the supporting documents that will be accepted for categories of modifications. The guidance will also clarify for DCVRD employees which modification types require a valid court order from the District of Columbia Superior Court, and which may be executed solely through administrative action.</p> <p>A funeral director that submits a modification request may only receive a modified death certificate at the time the amendment is requested. The funeral director is not entitled to the modified death certificate after the interim disposition designation has been updated to final disposition if the modification is not made within thirty (30) calendar days of the record being filed.</p> <p>Upon receipt of a modification request, the DCVRD employee will perform a completeness review followed by a compliance review. All amendment requests must include a signed application by an entitled applicant, required supporting documentation, required identification of the applicant, and the applicable service fee. All supporting documentation must be in English or be a certified translation. DCVRD will accept a clear and legible photocopy of an applicant's supporting documentation only if an original is not required.</p> <p>The following supporting documents must be submitted in their original form:</p> <ol style="list-style-type: none">1. Sealed or Certified Court orders2. Birth, Death and Marriage Certificates <p>If the DCVRD employee observes or suspects that supporting documents presented are unacceptable due to potential forgery, fraud or misrepresentation, the employee shall immediately notify the on-duty supervisor or team lead overseeing that service.</p> <p>All amendments and corrections must be submitted to DCVRD either in-person or by mail.</p> <p>The following amendment types must be performed in-person with a DCVRD employee.</p> <ol style="list-style-type: none">1. Domestic Partnership Registration2. Domestic Partnership Termination
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	<p>3. Acknowledgment of Paternity</p> <p>All amendment applications that do not include a court order as supporting documentation require a notarized application or the applicant’s identity must be verified in-person.</p> <p>All amendments submitted to DCVRD will be entered into the Vital Information Tracking Application - Customer Service Management System (VITA-CSMS) and obtain a request number for the applicant. Modifications received from medical facilities and CCEU must be uploaded to the appropriate record in VITA-CSMS. All supporting documents must be uploaded to the record.</p> <p>DCVRD employees must include an amendment annotation to the record that follows the prescribed format as follows:</p> <ol style="list-style-type: none"> 1. Date of modification 2. Type of modification 3. [Field] changed from: [old Field value] 4. Taken from: [type of supplement] dated [date of supplement] <p>If a modification request is denied a denial letter must be provided to the applicants. The DCVRD will upload the denial letter to the applicant’s VITA-CSMS request.</p> <p>All modification applications received will be logged in the place designated by the State Registrar or designee. DCVRD will retain all modification documentation according to the current retention schedule.</p> <p>Any employee in violation of any part of this SOP may be subject to commensurate disciplinary action.</p>
<p>V. Definitions & Acronyms</p>	<p>Affidavit number – A per amendment reference number</p> <p>Amendment – A change to a registered record to any data field that is printed on a certified copy</p> <p>Completeness review – A review of an applicant’s documents at initial intake to ensure the required items have included</p>

	<p>Compliance review – A review of an applicant’s documents and the impacted record after a completeness review is performed to ensure the applicant is entitled and has submitted sufficient documentation</p> <p>Correction – A change a registered record to any data field that is not printed on a certified copy</p> <p>In-person drop-off – Applicant brings required modification documents to the DCVRD office</p> <p>Modifications – Can be either an amendment or a correction</p> <p>VITA-CSMS -- Vital Information Tracking Application- Customer Service Management System</p>
<p>VI. Procedures</p>	<p>Procedure A: Completeness Review</p> <ol style="list-style-type: none"> 1. The DCVRD Employee shall review all of the following documents as applicable, inspecting each to ensure it is authentic, and in the original when required (versus a photocopy): <ol style="list-style-type: none"> a. Application b. Identification(s) c. Supporting Document(s) d. Signatures e. Contact information f. Notary 2. If the amendment request is an in-person drop off, the DCVRD employee will log the amendment request in the log designated by the State Registrar or designee. 3. If a modification request is acceptable, the DCVRD employee will photocopy and return originals to the applicant in person or by mail. 4. The DCVRD employee will request any missing documents or identification from the applicant. 5. If the application is insufficient, a denial letter will be provided to the applicant.

6. For sufficient applications the DCVRD employee will create a VITA-CSMS request, select the request source, complete the requestor's information, add the registrant, and add any additional notes to the VITA – CSMS request.
7. DCVRD employee will place incomplete amendment request in the Modification Compliance bin designated by the State Registrar or designee.

Procedure B: Compliance Review

1. DCVRD employee will begin compliance review within designated timeframe in order of medication receipt unless otherwise directed.
2. DCVRD employee must perform a compliance review of received application. At a minimum the employee will review the following:
 - a. Verify identity and entitlement
 - b. Verify the impacted record is eligible to be amended
 - c. Supporting Document(s)
 - d. Signatures
 - e. Notary
 - f. Payment type
 - g. Payment amount
3. If any documents or identification are missing, the DCVRD employee will return the application to the modification completeness bin for further review.
4. If the application is denied, the appropriate denial should be drafted and provided to applicant and the VITA-CSMS request should be noted for the reason of denial.
5. If approved, the DCVRD employee will place the application in the modification processing bin designated by the State Registrar, or designee

6. The DCVRD employee will process all request in the modification processing bin within 3 business days of receiving the applicants request.
 - a. Upload application and supporting documents to the record;
 - b. Add the amendment to the appropriate amendment log;
 - c. Perform the amendment;
 - d. Place the record on payment hold;
 - e. Generate a payment link or payment invoice;
 - f. Add the payment portal number to the VITA-CSMS request for the applicant;
 - g. Write the affidavit number and file number on the application;
 - h. Place the completed amendment documents in the area designated by the State Registrar, or designee.

Procedure C: Issuance

7. Upon notification of receipt of payment in the secure payment portal or from the applicant by mail or in-person, the DCVRD employee shall update the CSMS request with payment type, amount and a note indicating the payment portal number if received from the secure payment portal.
8. The DCVRD employee will remove the hold on the associated record.
9. The DCVRD employee must place the request information on the Print Log designated by the State Registrar, or designee.

Procedure D: Print

1. The DCVRD employee will process the print request from the Print log within 1 business day of entry on the log and in order of receipt unless otherwise directed.

	<ol style="list-style-type: none">2. The DCVRD employee will email the applicant the tracking information for applications where an email was provided.3. The DCVRD employee must ship certified or with a method to track. <p>Procedures D: Denials</p> <ol style="list-style-type: none">4. The DCVRD employee will select the appropriate denial letter.5. If one does not exist, the DCVRD employee will request assistance from their immediate supervisor.6. The DCVRD employee will submit the denial letter for signature from the Registrar or designee.7. The Registrar, or designee, will log the denial letter, sign and return to DCVRD employee.8. The DCVRD employee will send the denial letter, copy of the applicant's identification, and the associated administrative copy of the certificate to the designated Court.9. The DCVRD employee will send the signed denial letter to the applicant by mail or email. <p>Procedure F: Institutional Amendments</p> <ol style="list-style-type: none">10. The DCVRD Employee shall perform a completeness review of amendment request. At a minimum the employee will review the following:<ol style="list-style-type: none">a. Institutional amendment letter or applicationb. Supporting document(s)c. Signatures11. The DCVRD employee will request any missing documents from the data provider.
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	<p>12. If the amendment request is insufficient, the appropriate denial letter should be drafted and provided to data provider.</p> <p>13. If the amendment request is sufficient, the DCVRD employee will place the pending institutional amendment request in the modification compliance bin for processing designated by the Registrar or designee.</p> <p>14. The DCVRD employee will process all applications in the modification compliance bin within the designated time, in the order received and performed the following:</p> <ul style="list-style-type: none"> a. Upload institutional letter and supporting documents to the record; b. Add amendment information to the appropriate amendment log; c. Perform the amendment to the record; d. If payment is required: <ul style="list-style-type: none"> i. Place the record on payment hold ii. Generate payment link or payment invoice iii. Add the payment portal number to the CSMS request for the applicant e. Write the affidavit number and file number on the amendment request; f. Place completed amendment documents in the area designated by the State Registrar or designee.
<p>VII. Contacts</p>	<p>State Vital Records Registrar</p> <p>Customer Services and Certification Operations Supervisor</p>
<p>VIII. Related Documents, Forms and Tools</p>	<p>SOP 1127.000 Vital Records Entitlement and Identity Verification</p>