

FUNERAL HOME INSTRUCTIONS FOR EDRS PHASE II

It is **important** for funeral homes to pay attention to the **preferred method of contact** for the certifiers as this will determine the next step.

For the **automated emails** to work, you must do a **“normal save”**. **Do not select “save without edits”** unless you have not assigned the record to a certifier and you have a lot of missing information.

The second Funeral Home listed under the trade call will also receive the automated emails.

GENERAL INSTRUCTIONS FOR ELECTRONIC RECORDS:

- ❖ **Enter** information for the decedent.
- ❖ **Assign** the record to the **certifier**.
- ❖ **Save** the record (normal save, do not use save without edits).
- ❖ **Add** any electronic notes* to the record.

Then follow the instructions listed below depending on the certifier’s preferred method of contact.

Methods to Contact the Certifier:

- Preferred Method of Contact **“Email”**
 - **Email** notification is **automatically** sent to the certifier when record is **saved**.
- Preferred Method of Contact **“Fax”**
 - **Select Requests**→**Select Fax Notification** (system faxes notification of electronic record to certifier’s office).
- Preferred Method of Contact **“Attestation”**
 - **Email** is **automatically** sent to the certifier when the record is **saved** stating that they should soon be receiving a faxed worksheet.
 - **Select Requests, select Certifier Fax Worksheet** (system faxes death certificate worksheet to certifier’s office).
- Preferred Method of Contact **“Phone”**
 - **Call** the **certifier** and let them know they have an electronic death record to complete.

When an Electronic Record is Signed by the Certifier:

- Funeral Home will receive an automated email that the certifier has signed the record and the funeral home can now complete the record. The email will be generated for both electronically and attestation signed records.

What happens after the Funeral Home completes the record?

- Vital Records staff will review the death record
 - If it is **accepted and filed**, the funeral home will **receive an automated email** that the record has been **filed and certified copies can be issued**.
 - Vital Records can **reject** the record to the **funeral home**. The funeral home will **receive an automated email** that the record has been **rejected to the funeral home**.
 - Vital Records can **reject** the record to the **certifier**. The funeral home and the certifier will **receive an automated email** that the record has been **rejected**.
 - If the **preferred method** of contact is **attestation**, the certifier will receive information about the **reject by fax**. If the **preferred method** of contact is **email, fax or phone**, the **email** to the certifier will contain instructions to review the electronic note on the record.
 - Once the reject has been resolved and the record is filed, the **funeral home** will receive an **email** that the record has been **filed and certified copies can be issued**.
 - The funeral home will be able to view why the record was rejected to the certifier by either viewing the electronic note or by viewing the information on the flags tab (for attestations).
 - Vital Records can **query** the record to the **certifier**. The funeral home and the certifier will **receive an automated email** that the record has been **queried**.
 - If the record is an electronic record (it doesn't matter what the preferred method of contact is) the **certifier** will receive an **automated faxed query** if the certifier has provided Vital Records a fax number. If no fax number, the query will be sent by mail.
 - Once the **query** has been **resolved**, the **funeral home** will **receive an email** that the record has been **filed and certified copies can be issued**.
 - The funeral home will be able to view what is being queried by viewing the information on the Flags tab.

*If the funeral home is currently providing the time of death to the certifier, this can be accomplished by using an electronic note. If it is a cremation, you may also want to specify this in the electronic note so the certifier or certifier's staff knows that this record needs expedited. Please contact the Vital Records help desk at (402) 471-8275 if you need help with this.

If the record from the date of death to the current date is more than 14 days old, an automated email will be generated to either the certifier's office or the funeral home, depending on who hasn't completed the record.

Paper Records created in the system

- Once the State Vital Records office receives the paper record and processes the record (no queries), the funeral home will receive an email that the record has been received and processed and certified copies can be issued.
- Once the State Vital Records office receives the paper record and processes the record (query required), the funeral home will receive an email that the record has been received but queried and the query will need resolved before certified copies can be issued (no additional email will be sent).

Please verify your funeral homes contact information listed for your funeral home under the disposition tab. For the automated emails to work, Vital Records must have your funeral home's current email address. Please keep Vital Records informed of any changes.

Please email DHHS.VRRS@nebraska.gov with any email address changes. If you have any questions or would like training, please call the Vital Records help desk at (402) 471-8275 or send an email to DHHS.VRRS@nebraska.gov.