

## **Monitoring Rejected Electronic Death Records**

We have noticed there remains some confusion on the notification procedure for electronic death certificates. The procedure to query manual and drop to paper records has not changed. A paper query will be sent to the funeral home or the physician to complete.

Fully electronic records are handled differently to help expedite their registration. Fully electronic records (where all parties complete their portion electronically), when queried are rejected back to the funeral home electronically. (The record then appears in the funeral home's reject queue.) The funeral home then rejects the record to the physician if the query is on the medical section. This method will remove the embalmer's signature so the embalmer will need to resign the record and mark it complete (Y) and then save it to put it back into the state's work queue.

If you have done a recent electronic record, you should check your work queue periodically to determine if the record has been rejected to you. Queries will appear in your reject work queue within 24 to 48 hours of our receipt of the electronic document.

In order to further assist you, our office will call your office if we reject an electronic record to you. This will only be a notification that the record has been rejected and will not involve an explanation of the reason for the rejection. After our phone call notification, you will be able to review the notes attached to the electronic record which should clearly explain what needs to be corrected.

After you have reviewed the notes, if you still have questions, please feel free to contact Christine or Deb at 402-471-0912, fax them at 402-742-8329, or email them at [christine.noren@nebraska.gov](mailto:christine.noren@nebraska.gov) or [debra.firman@nebraska.gov](mailto:debra.firman@nebraska.gov) .