EDRS (Electronic Death Registration System) Funeral Home Edition (Updated 12/10/20)

Mississippi Vital Records User Guide 601-206-8275 edrshelp@msdh.ms.gov

Video Tutorials https://msdh.ms.gov/msdhsite/ static/31,0,109,820.html

The EDRS is a web-based data collection system. All users of the system access it through the following website/URL: edrs.msdh.ms.gov

The EDRS is a web-based system and requires the ability to connect with the Internet. EDRS accessible devices are desktop, laptop, Chromebook, or tablet. EDRS will also work on a smart phone but this device is not supported at this time.



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INTRODUCTION - GENERAL OVERVIEW

The EDRS is designed to provide a web-based electronic option for filing death certificates with the MS Vital Records Office. For those reporting entities/organizations that choose to participate, the EDRS will take the place of passing around the paper death certificate. Notifications are made through the integrated internal messaging component of the system – via Email. Examples of common email messages are included at the end of this manual.

Also, Funeral Home Users can opt to utilize an online ordering system from VitalChek to order certified copies. Note the "Order Death Certificates" menu item on the left-hand navigation pane.

The death certificate is composed of two primary parts: (1) Demographic certification information; & (2) Medical Certification information. The demographic certification is generally done by a licensed Funeral Home/Funeral Director. The medical certification is generally done by a licensed Medical Examiner/Physician. In order to file the death certificate electronically, **BOTH** parts must be active participants in the EDRS.

Once the required information is captured in the EDRS and electronically signed by all parties, the registered death certificate is transmitted [electronically] to the Mississippi Vital Records Office for certification.

Facilities participating in the death registration process include Hospitals, Hospices, Funeral Homes, & Coroners Offices. County Coroners complete the medical certification in most cases. Less commonly Physicians on staff at Hospitals or Hospices complete the death certificate.

There are 9 roles currently defined in the EDRS.

- 1. Facility System Administrator (FSA)
- 2. Hospital Clerk
- 3. Hospice Clerk
- 4. Certifying Physician
- 5. Funeral Home Clerk
- 6. Funeral Director
- 7. Coroner
- 8. Deputy Coroner
- 9. State Medical Examiner

Each of these roles is assigned a designated functionality, and each person functioning in one of these roles accesses the EDRS under an organizational/institutional unit. The remainder of this guide contains broad data entry type EDRS instruction broken down by role. To save space and time, we have collapsed some of the similarly functioning roles above into one instructional section.

First up, the FSA role ...

FACILITY SYSTEM ADMINISTRATOR

The FSA role functions as the User Manager for an organization/facility. In all participating Hospitals, Hospices, & Funeral Homes, the FSA is charged with user account management. When a facility decides to participate in the EDRS, the first user/role created for that facility is the FSA. The information necessary for the creation of the FSA is given to the MS Vital Records Office, the FSA account is created, and an email is sent to the new FSA user with initial login credentials. The new FSA user navigates to the website and logs in for the first time. Note the navigational menu in the left pane. The FSA is the only user/role with the 'Manage Facility' section. A brief description of each of the 'Manage Facility' options is displayed in the center of the screen.

	Mississippi State Department of Health
Username: maadams Organiza	ation: WRIGHT & FERGUSON FUNERAL HOME (25W) Role: Facility System Administrator
Home Logout Manage Facility My Account Contact Us/Help Order Death Certificates	 Welcome to the Mississippi Vital Records Electronic Death Registration System. "Home" to return to this page. "Logout" to exit the EDRS system. "Manage Facility" to manage users of the EDRS system. "My Account" to access your account details. "Contact Us/Help" if you need any assistance with this system.

See zoomed views from this point on...

Username: maadams Orga	nization: WRIGHT & FERGUSON FUNERAL HOME (25W) Role: Facility System Administrator
Home	Select:
Logout	 "View/Edit Facility Users" to list users associated with your facility.
Manage Facility	 "Create a New User" to create a new user account. Use this option for clerk roles. "Add an Existing User" to add an existing user to your facility. Use this option for adding Euneral
View/Edit Facility Users	Directors or Certifying Physicians.
Create a New User	
Add an Existing User	

The FSA can now proceed to set up users in his/her facility. See views of each in the screenshots below...

<u>View/Edit Facility Users</u>: This menu selection displays a list of all users assigned to the organization/facility. When the FSA clicks on a username in the list, a User Summary displays (see 2nd screenshot below).

Username: maadams Org	ization: WRIGHT & FERGUSON FUNERAL HOME (25W) Role: Facility System Ad	ministrator				
Home	Facility Users					
Logout	Listed below are all users assigned to your organization. You can view and edit	a record by clicking				
Manage Facility	on the user.	on the user.				
View/Edit Facility Users						
Create a New User						
Add an Existing User	8 Matches [1 page]					
My Account	« Start Prev 1 Next End » 20 🗸 Records per page					
Contact Us/Help	Username First Name Last Name Role Email Address	License Number				
	spants1 SMARTY PANTS Funeral Home Clerk					
Order Death Certificates	CSINGLETON CHLOE SINGLETON Funeral Home Clerk PATTERBERRY PERCY ATTERBERRY Funeral Director	<u>6789</u>				

<u>User Summary</u>: The User Menu now appears on the upper right portion of the screen.

Username: maadams Organiz	ation: WRIGHT & FERGUSON FUNERAL H	OME (25W) Role: Facility	System Administra	ator
Home	User Summary		User Menu List User	rs <u>« Prev</u> <u>Next »</u>
Logout	Below are the details held for this user	Further options for this user	Edit User	Llsor
Manage Facility	Menu.		Remove User	5 0361
View/Edit Facility Users	Details		Password	
Create a New User	Username:	PATTERBERRY		_
Add an Existing User	First Name:	PERCY		
My Account	Middle Name:			
Contact Us/Help	Last Name:	ATTERBERRY		
Order Death Certificates	License Number:	6789		
	Role:	FUNERAL DIRECTOR		
	Address			
	Street Address:			
	City:			
	State:			
	Post/Zip Code:			
	Contact			
	Email Address:	TONI.LEWIS@MSDH.MS.GOV	1	
	Telephone Number(s):			
	Fax Number:			

ADD A CLERK AS USER

<u>Create a New User</u>: This menu selection displays a data entry screen containing the fields required to create a new user. The Create User button at the bottom of the screen completes the task. Please make a note to remember the descriptive information at the FSAs home screen – instructions for the FSA as to which type/role of user is created here.

Username: maadams	Organization: WRIGHT & FERGUSON FUNERAL HOME (25W) Role: Facility System Administrator
Home	Create User
Logout	
Manage Facility	Details
View/Edit Facility Users	First Name:
Create a New User	Middle Name:
Add an Existing User	Last Name:
My Account	Role:
Contact Us/Help	Address
Order Death Certificates	Street Address:
	City:
	State:
	Post/Zip Code:
	Contact
	Email Address: ?
	Telephone Number(s):
	Fax Number:
	Create User

ADD A DIRECTOR AS USER

<u>Add an Existing User</u>: This menu selection displays fields that will allow the FSA to search existing users for the individual user they wish to add. Again, please remember the descriptive information at the FSA home screen explaining the user types/roles added here. Both Certifying Physicians and Funeral Directors must be licensed in order to participate in the EDRS. Files containing currently active licensed physicians and funeral directors are automatically imported into the EDRS on a regular basis. Therefore, these potential users already "exist" in the system. The search is word-based. A full last name is required. If the FSA cannot find the user via this search feature, they must contact EDRS Support to confirm license status. After an investigation & determination is made by EDRS Support, the appropriate action will be taken.

Steps:

- 1. Enter the Last Name or both Last Name & First Name.
- 2. Select the Role desired (Funeral Director or Certifying Physician most of the time).
- 3. Click the <Search> button.
- 4. Scroll down to view the list of records found (if any).
- 5. When you see the name you are looking for, click on it to select it. A User Summary screen will appear.
- 6. Use the information displayed to verify that this is in fact the right person.
- 7. The User Menu is on the upper right portion of the screen. Click it and select the Add User option.
- 8. On this screen, enter the email address (REQUIRED) of the user you are adding. Double check spelling!
- 9. Scroll to the bottom left and click on the Add User button.
- 10. A message should appear at the top of the screen indicating the user has been successfully added.

Username: hfinn, Organization: CANON HOSPICE, Role: Facility System Administrator			
Home	Find User		
Logout Manage Facility View/Edit Facility Users	Find an existing user to add to your facility. Details		
Create a New User	Username:		
Add an Existing User	First Name:		
My Account Contact Us/Help	Surname:		
Order Death Certificates	Search		

CLERK/DIRECTOR MAIN LOGIN SCREEN

The funeral home clerk or director should log in with the correct username and password on the main LOGIN screen.

🖉 Vitalware EDRS: Login	* +			□ X
🗲 🛈 💊 https://10.7.156.40	10:8080/login.m C Q Search	合自	+	⊜ ≡
🔎 Most Visited 📙 From Intern	net Explorer	with the	1 - E	
	Mississippi State Department of Health TO PROMOTE AND PROTECT THE HEALTH OF ALL MISSISSIPPIANS	L(
	You are accessing the Mississippi State Department of Health's Electronic Death Registration System. All activity will be monitore Actions performed on this system are subject to all applicable federal, state, and local laws, and the 'Rules Governing the Regist and Certification of Vital Events'.	ed. tration		
	Login			
	Username: Password: LOGIN			
	I can't access my account			
	WARNING: Unauthorised or improper use of this system is strictly prohibited and subject to civil and/or legal action.			

This is the Home screen:

	Mississippi State Department of Health TO PROMOTE AND PROTECT THE HEALTH OF ALL MISSISSIPPIANS
Username:	Organization: Role: Funeral Home Clerk
Home	Welcome to the Mississippi Vital Records Electronic Death Registration System.
Logout	Select:
EDRS	"Home" to return to this page.
My Account	 "Logout" to exit the EDRS system. "EDRS" to access the EDRS system.
Contact Us/Help	 "My Account" to access your account details. "Contact Us/Help" if you need any assistance with this system.
Order Death Certificate	s

HOW TO CHANGE PASSWORD

To change your password, select Change Password under My Account. On the Account Administration screen input your current password once and your new password twice. Click the Set Password button.

Username: dgale Organization: JOHN E STEPHENS CHAPEL (SON) Role: Funeral Director Home Account Administration Logout To change your password enter your existing password and your new password into the fields below. EDRS Your password must be at least eight characters in length and include at least one letter, one digit, and one symbol or punctuation character. Change Password Current Password: Update Profile New Password: Contact Us/Help Confirm New Password: Order Death Certificates SET PASSWORD		Mississippi State Department of Health TO PROMOTE AND PROTECT THE HEALTH OF ALL MISSISSIPPIANS
Home Account Administration Logout To change your password enter your existing password and your new password into the fields below. EDRS Your password enter your existing password and your new password into the fields below. My Account Your password must be at least eight characters in length and include at least one letter, one digit, and one symbol or punctuation character. Change Password Current Password: Update Profile New Password: Contact Us/Help Confirm New Password: Order Death Certificates SET PASSWORD	Username: dgale Organization	n: JOHN E STEPHENS CHAPEL (50N) Role: Funeral Director
My Account Your password must be at least eight characters in length and include at least one letter, one digit, and one symbol or punctuation character. Change Password Current Password: Update Profile New Password: Contact Us/Help Confirm New Password: Order Death Certificates SET PASSWORD	Home Logout EDRS	Account Administration To change your password enter your existing password and your new password into the fields below.
	My Account Change Password Update Profile Contact Us/Help Order Death Certificates	Your password must be at least eight characters in length and include at least one letter, one digit, and one symbol or punctuation character. Current Password: New Password: Confirm New Password: SET PASSWORD

HOW TO UPDATE EMAIL ADDRESS

To update/correct your profile, select Update Profile under My Account. On the Edit Profile screen you can only update your address and contact information. Click on the Update Profile button to save. Please contact the EDRS Help Desk if you need to update/correct your name and username details.

Username: Organiz	Role: Funeral Home Clerk	
Home	Edit Profile	
Logout	Update your details and select Save below.	
EDRS	Details	
My Account Change Password	Username: Some Name	
Update Profile	First Name:	
Contact Us/Help	Middle Name:	
Order Death Certificates	Surname:	
	Role: Funeral Home Clerk	
	Address	
	Street Address:	
	City:	
	Post/Zin Code:	
	Contact	
	Email Address: Some Email Address	
	Telephone Number(s):	
	Fax Number:	
	Update Profile	

CONTACT US/HELP

To contact the EDRS Help Desk please select Contact Us/Help (the last choice under Home). Please send an email to <u>EDRSHelp@msdh.ms.gov</u> or call 601-206-8275 for further assistance.

Username: Organiz	ation: Role: Funeral Home Clerk
Home Logout EDRS My Account Contact Us/Help Order Death Certificates	Mississippi State Department of Health Vital Records Electronic Death Registration Technical Help. For assistance during the regular work day 8:00 a.m. to 5:00 p.m. CST Monday thru Friday email EDRSHelp@msdh.ms.gov or call 601-208-8275. Emails to this address are forwarded to help desk staff. For assistance after regular work hours and prior to 8:00 p.m. CST Monday thru Friday, or 8:00 a.m. thru 8:00 p.m. CST weekends and state-observed holidays email EDRSHelp@msdh.ms.gov or call 601-624-1963. During this time emails are forwarded to on-call staff. For general registration issues or questions on certified copy requests call 601-206-8200 and choose the menu item that best meets your needs.

ACCEPT NEW CASE

Most of the time, the Coroner or Hospital clerk will start the new case and assign your facility. Your facility will then receive a new case assignment email with a Case Number. To find the case log in, select EDRS on the left then List Cases.

	Mississippi State Department of Health
Username: Organi	zation: Role: Funeral Home Clerk
Home Logout EDRS New Case List Cases My Account Contact Us/Help Order Death Certificates	Select: • "New Case" to initiate a new case. • "List Cases" to view all cases that you currently have access to.

LIST CASES-HOW TO SELECT CASE

By default, the first list of cases you will see are your Incomplete Cases. Once the case has been completed (a case that has been electronically signed by the director and the certifier) the case will move to your Completed Cases list. To see your completed cases, click inside the Case Status box and change to "Completed" and click "Search".

Username:	Organization:	n: Role: Funeral Director						
Home		Case List						
Logout								
EDDS		From this page you can access all cases that you currently have access to. You can search for cases the filters below, or access individual cases from the case list at the bottom of this page. Access a cas selecting the Case Number for the case.						ch for cases using Access a case bv
EDKS								,
New Case								
List Cases		Filter Cases						
My Account			Case	Number:				
Contact Us/Help			La	st Name:				
Order Death Certifi	icates		Fir	rst Name:				
			County	of Death:				▼
			Medica	I Facility:				
			Date	of Death:			(mm/dd/yyyy, m	m/yyyy, or yyyy)
		Date of Death From:		ath From:			(mm/dd/vvvv)	
			Date of	Death To:			(mm/dd/yyyy)	
			Date	e of Birth:			(mm/dd/yyyy, m	m/yyyy, or yyyy)
			Cas	e Status:	NOT CO	OMPLETED		~
					NOT C	OMPLETED		
					COMPL	ETED		
		Search	Clear Form		ALL			_
		192 Matches	10 pages]					
		« Start Prev 1	2 3 4 5 <u>Next</u>	End » 20	✓ Reco	ords per page		
		Case Number	First Name	Last Nam	<u>e</u>	Date of Death	Date of Birth	Case Status
		2020/000092	RUPERT	GILES		08/15/2020	08/01/1948	IN PROGRESS
		2020/000091	BEN	HARGREE	EVES	08/15/2020		ASSIGNED
		2020/000089	ANDERSON	DAWES		08/14/2020		ASSIGNED
		2020/000088	CAMINA	DRUMME	R	08/14/2020	01/01/1970	IN PROGRESS
		2020/000087	CAMINA	DRUMME	R	08/14/2020		ASSIGNED
		2020/000080	MATT	HARGREE	EVES	08/12/2020	02/14/1948	ASSIGNED
		2020/000078	GRACIE	HARGREE	EVES	08/02/2020		ASSIGNED
		2020/000072	GLENDA	HARGREE	EVES	08/01/2020		ASSIGNED

On the Case List screen choose the case you wish to work on. If the list is long, spanning multiple pages, you can use the Search option by entering any details you know (Case Number, Surname, First Name, Medical Facility etc.) and clicking Search. You can reorder your list of cases by clicking on a column

heading - Case Number, First Name, Surname, Date of Death, County of Death, or Case Status. After finding your case, click on the Case Number.

CASE MENU-HOW TO ACCEPT/REJECT/RELINQUISH AND EDIT CASE

The Case Summary will now be displayed. Go to the Case Menu at the upper right and choose "Accept Case". If you choose "Reject Case", the current case will disappear from your list. An email notification will be sent to the Coroner or the Clerk for the case to be reassigned.

Username: dgale Organization	n: JOHN E STEPHENS CHAPEL (50N) Role: Funeral Director	
Home	Case Summary Case Menu Lis	t Cases <u>« Prev Next »</u>
Logout	Accept Case A summary of this case is provided below. Please use the Case Me	le case
EDRS	processes applicable to your level of access.	
New Case	Admin	
List Cases	Case Number: 2020/000091	
My Account	Modification Date: 08/20/2020	
Contact Us/Help	Modification Time: 03:33 PM	
Order Death Certificates	Case Status	
	Funeral Director: ASSIGNED	
	Medical Certifier: IN PROGRESS	
	Hospital/Hospice/Nursing Home Clerk: NOT ASSIGNED	
	State Medical Examiner: NOT ASSIGNED	
	OVS Verification	
	OVS Status Code: NOT SUBMITTED	?
	OVS Status Description:	
	Submit OVS Request	

If you choose "Reject Case" select the reason from the pop up box then "Reject Case".

Username: dgale Organization	n: JOHN E STEPHENS CHAPEL (50N) Role: Fune	ral Director		
Home Case Summary Case Menu List Cases «				
Confirm Reject Case		ж		
If you reject this case it will	no longer be assigned to your facility and it w	ill be removed from your Case List.		
Please select the reason fo FAMILY CHOICE INCORRECT FACILITY/LOC DUPLICATE CASE OTHER	r rejecting this record:	Reject Case Cancel		
	Medical Certifier: IN PRO	GRESS		
	Hospital/Hospice/Nursing Home Clerk: NOT AS	SIGNED		
	State Medical Examiner: NOT AS	SIGNED		
	OVS Verification			
	OVS Status Code: NOT SU	JEMITTED ?		
	OVS Status Description:			
	Submit OVS Request			
	Details of Deceased			
	First Name:	IO THEWW		

When Accept Case is chosen, check above the Case Summary and you should see in green "Case Accepted". To access this case please select an option from the Case Menu. At this point, select Edit Case. Select "Relinquish Case" if your facility will no longer be involved with the case. To view a draft copy of the certificate, choose 'View/Print Draft Certificate". The last option, "Print Transit Permit", is an electronic version of the Burial Transit Permit.

Username:	Organization	Role: Funeral Director				
Home		Case Accepted. To access this case please select an option from the Case Menu.				
Logout		Case Summary		Case Menu List Case	es <u>« Prev</u> <u>Next »</u>	
EDRS	-	,		Edit Case		
New Case		A summary of this case is provided below	w. Please use the Case Me	Relinquish Case	le case	
New Gase		V		View/Print Draft		
List Cases		Admin		Certificate		
My Account		Case Number:	2019/000141	Print Transit Permit		
Contact Us/Help		Modification Date:	03/22/2019			
Order Death Certif	icates	Modification Time:	10:44 AM			
		Case Status				
		Funeral Director:	IN PROGRESS			
		Medical Certifier:	IN PROGRESS			
		Hospital/Hospice Clerk:				
		State Medical Examiner:				
		OVS Verification				
		OVS Status Code:	NOT SUBMITTED		?	
		OVS Status Description:				
			Submit OVS Request			
Confirm D	alin aviala C			<u> </u>		
Confirm R	eiinquish C	ase			×	
lf you reling List.	uish this case it	will no longer be assigned to your facil	ity and it will be removed	I from your Case		
Please selec	ct the reason fo	r relinguishing this record:				

	~				
FAMILY CHOICE INCORRECT FACILITY/LOCA DUPLICATE CASE OTHER	ATION			Relinquish Case	Cancel
		medical Gertiner.	IN FROGRESS		
Hospital/Hosp		pice/Nursing Home Clerk:	NOT ASSIGNED		
		State Medical Examiner:	NOT ASSIGNED		

OVS VERIFICATION-INTRODUCTION

Please note as well on the Case Summary page the section titled, **OVS Verification**. Of interest here to all Funeral Homes is the fact that SSA has approved online verification as a substitute for completing the SSA-721 Form. A copy of the SSA Letter is at the end of the manual.

CASE DETAILS PAGE-ENTER DEMOGRAPHIC INFORMATION

The **Case Details** Screen is where the clerk or director will enter the demographic information. The tab key advances from field to field. You will know you have reached the bottom when you see the Save (bottom left) & Sign (bottom right) buttons. The fields that shaded darker are mandatory. They cannot be left blank. This page is broken up into segments below that to illustrate more detail.

Username:	Organiz	zation:		Role: Funeral Director
Home		Case Details	V	View/Print Draft Certificate Case Summary List Cases « Prev Next »
Logout	-	Coos Admin		
EDRS		Case Admin		
New Case			Case Number:	r: 2019/000110
List Cases			Hospital/Hospice:	e:
My Account			Coroner:	r: LAUDERDALE COUNTY CORONERS OFFICE
Contact Us/Help		Details of Deceas	ed	
Order Death Certificates			First Name:	e: MOURNING
			Middle Name(s):):
			Last Name:	e: BIRD
			Other Last Name:	e:
			Generational Id:	
			(JR, SR, etc.) Gender:	r: FEMALE
			Time of Death:	h:
			Date of Death:	1: 03/07/2019
		Dat	e of Death Qualifier:	r: ACTUAL
		Deceased Race		
			White:	Black or African American:
			Chinese:	e: C Filipino: C
			Japanese:	e: ☑ Korean: □
			Vietnamese:	e: 🗌 Native Hawaiian: 🗌
			Samoan:	n: 🗌 Asian Indian: 🗆
		Guam	anian or Chamorro:	o: 🗆
		American Indi	an or Alaska Native:	e: 🗌 Specify:

Deceased		
Age:	38	
Age Units:	YEARS	~
Date of Birth:	99/99/9999 (mm/dd/yyyy) ?	
Birth Place:	MS - MISSISSIPPI	✓?
Education:	SOME COLLEGE, NO DEGREE	~
Marital Status:	DIVORCED	~
Surviving Spouse:		?
Ever in U.S. Armed Forces:		~
Hispanic Origin:	NOT SPANISH/HISPANIC/LATINO	~
Specify Origin:		~
Social Security Number:	999999999 ?	
Usual Occupation:	UNEMPLOYED	
Kind of Business:	UNEMPLOYED	
Deceased Residence		
State:	MS - MISSISSIPPI	~
County:	LAUDERDALE	▶?
City or Town:	MERIDIAN	✓ ?
Zip Code:	99999 ?	
Street and Number:	123 4TH STREET	?
Inside City Limits:	YES	~
Country, if not U.S.:		▶?
Deceased Parents		
Father First Name:	UNKNOWN	?
Father Middle Name:		?
Father Last Name:		?
Mother First Name:	MARY	?
Mother Middle Name:		?
Mother Maiden Name:	MILLS	?
Informant		
Informant Name:	MARY WILLIAMS	?
Relationship to Decedant:	MOTHER	▶?
Mailing Address:	5656 7TH AVENUE MERIDIAN MS 99999	•

Disposition		
Disposition of Body:	BURIAL	?
Cemetery/Crematory Name:		?
Location (City and State):		?
Funeral Home if Body Transferred		
Funeral Home:		?
Mailing Address:		?
Case Notes		
	Case notes are visible to Vital Records staff.	1
Funeral Director Notes:		
Save Clear Form		

After you have completed keying all the Case Details, please review before saving. If proofing is easier for you with a printed copy, there is a clickable option to "View/Print Draft Certificate" on the upper right portion of the screen. After clicking on the Save button, provided all information is acceptable, you will see the following green message across the top of the screen:

This case has passed all validation checks.

If not, i.e..., if there is a problem with any information keyed, you will see a red message instead:

Case Saved. Please scroll down and correct any validation errors.

There will also be red letter text as you scroll down the screen adjacent to the fields in question, such as the following example:



CHECK OVS STATUS BEFORE DIRECTOR SIGNS CASE

On the Case Details page, The Decedent's first and last name, date of birth, gender and SSN number are verified online with SSA's Master File of Social Security Numbers. The first attempt is made after clicking the "Save" button. You are allowed 5 online verification attempts. Make sure to check the OVS Verification section on the Case Summary page for a successful pass **before** the director signs the case.

If the verification passes, you will not have to send a separate SSA-721 to SSA to report the individual's death. The social security number field on the Case Details page will be locked out but you can still change other demographic details before the director signs the case.

If the verification fails, please double check with the informant that the information you have is correct before submitting another attempt.

Some reasons for a non-successful match:

- 1. The individual's first name may differ from what's listed on the Individual's Master File.
- 2. The individual's last name given at birth or last name upon marriage or divorce, or judicial change of name may differ from what's listed as the last name on the Master File.
- 3. The gender in the Verification Request differs from the Master File for the same person.
- 4. The date of birth was keyed incorrectly and does not match what's listed with the person's Master File.

To submit another OVS verification request – If you make any changes on the Case Details page make sure to click the Save button. Return to the Case Summary page and click the Submit OVS Request button. You will soon receive another pass or fail result in the OVS Status Code box.

Username: Organi	zation:	Role: Funeral Director		_
Home	Case Summary		Case Menu List Case	<u>es « Prev Next »</u>
Logout EDRS New Case List Cases My Account Contact Us/Help	A summary of this case is provided belo processes applicable to your level of ac Admin Case Number: Modification Date:	w. Please use the Case Me cess. 2018/000202 05/24/2018	Relinquish Case View/Print Draft Certificate Print Transit Permit SSN Verification History	le case
Order Death Certificates	Case Status	02:10 PM		_
	Medical Certifier:	ASSIGNED		
	Hospital/Hospice Clerk:	NOT ASSIGNED		
	State Medical Examiner:			
	OVS Verification			
	OVS Status Code:	SSN OF 999999999 MAY		?
	OVS Status Description:			
		Submit OVS Request		

To see a list of your verification history for the Case, select SSN Verification History under Case Menu.

SIGN CASE-DIRECTOR ROLE ONLY

The case must be Signed to be Completed. The Funeral Home Clerk role Cannot Sign cases - the Funeral Home Director must log in for Signing. The Funeral Home Director can click the Sign Case button on the bottom right at the end of the page to electronically "Sign" the case. After clicking the Sign button, a Confirm Sign Case popup window appears forcing a 2nd button push.

Confirm Sign	Case		
Please confirm th	at you would like to sign this case. After signing you will not be	e able to edit the case.	
		Sign Case	Cancel
	Control of the formation of the first of the		
	Location (City and State):		?
	Funeral Home if Body Transferred		
	Funeral Home:		?
	Mailing Address:		?
	Case Notes		
	Case notes are vis	ible to Vital Records staff.	
	Funeral Director Notes:		
	Save Clear Form		Sign Cas

LOGOUT

To logout please select Logout from the left hand navigational menu. You will see the popup message...



If you choose OK you will be logged out. This popup also appears at other times when the user selects from the navigational menu. If you want to be sure you are not exiting without saving the latest changes, you may press Cancel, return to the screen you were on, and hit the Save button. To start a New Case:

START A NEW CASE

If the Coroner will be the certifier and the case does not appear in your List Cases (be sure to search for the case first), you may start a brand-new case. Click EDRS then New Case. Select the County of Death and Assign to Coroner and click Continue. **PLEASE MAKE SURE TO SELECT LIST CASES TO CHECK YOUR CASE LIST BEFORE PROCEEDING TO START A NEW CASE. THIS WILL AVOID A DUPLICATE CASE.**

Username: Organizatio	n: Role: Funeral Director
Home	New Case
Logout	Funeral Homes may only initiate CORONER cases. If an MD is involved you CANNOT start the case. In order
EDRS	to avoid potential duplicates, please keep open lines of communication with the Coroners Office as well as the Hospital, Hospice or Nursing Home facility.
New Case	Fill in the boxes below and click "Continue" to determine if this case can be filed electronically.
List Cases	County of Death:
My Account	Assign to Coroner:
Contact Us/Help	To refer the case to a Coroner select the Coroners Office.
Order Death Certificates	
	Continue Clear Form

Complete the Details of the Deceased. Click Continue. The system will search for a duplicate case. If one is found a warning box will appear. Please read the message and contact any facility that has the existing case before proceeding.

Username:	Organization	Role: Funeral Director						
Home		New Case						
Logout		This death can be filed electronically.						
EDRS		Use this form to initiate a new case. The EDRS system will first search for a duplicate case that has already been created.						
New Case		Case Admin						
List Cases		Funeral Home:	JOHN E STEPHENS CHAPEL (50N)					
My Account		Coroner: LAUDERDALE COUNTY CORONERS OFFICE						
Contact Us/Help		Details of Deceased						
Order Death Certific	ates	First Name:		?				
		Middle Name(s):		j				
		Last Name:		?				
		Generational Id: (JR, SR, etc.)	✓)				
		Date of Death:	14 (mm/dd/yyyy)					
		County of Death:	LAUDERDALE					
		Gender:	~					
		Date of Birth:	(mm/dd/yyyy) ?	~				
		Social Security Number:	?					
		Continue Clear Form						

TO ORDER CERTIFIED COPIES:

Print Order Form

After the case is signed by the Funeral Home Director, the Case Menu includes a Print Order Form option. This form can be printed, completed, and mailed to MS Vital Records in order to obtain Certified Copies of the Death Certificate.

Username: Organization: Role: Funeral Home Clerk								
Home	Case Signed.							
Logout	Case Summary	Case Menu List Cas View/Print Draft	es <u>« Prev</u> Next »					
EDRS New Case List Cases My Account Contact Us/Help Order Death Certificates	A summary of this case is provided belo processes applicable to your level of ac Admin Case Number: Modification Date: Modification Time:	Certificate > Print Order Form > Print Order Form - No Applicant Print Transit Permit Print Affidavit	le case					
	Case Status Funeral Director: Medical Certifier: Hospital Clerk: OVS Verification OVS Status Code: OVS Status Description: Details of Deceased	SIGNED IN PROGRESS IN PROGRESS SSN OF 999999999 MAY Submit OVS Request		?				

Simply fill out the number of copies and total \$, then mail form and payment to MS Vital Records.

Musics grays takes Department of Health Visit Note: P. O. Box 1700, Jackson, Mississippi 39215-1700 Visit OF DEATH DATE OF DEATH OPENCING CALMET PRACE OF DEATH 100 CALMET PRACE OF DEATH LANT CALMET OF DEATH ALACE OF DEATH LANT DEATH ALACE OF DEATH LANT DEATH NAME OF FATHER NAME OF FATHER <tr< th=""><th>APPI</th><th>LICATIO</th><th>N FOR C</th><th>ERTD</th><th>FIED MI</th><th>SSISSIPPI</th><th>DEATH</th><th>CER</th><th>TIFICA</th><th>TE</th><th></th></tr<>	APPI	LICATIO	N FOR C	ERTD	FIED MI	SSISSIPPI	DEATH	CER	TIFICA	TE	
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S.C. C.D. CWA. Mississippi State Department of Health Revised 02/2011 Form 52	37-66			S.C.			P .				
Mississippi State Department of Health Revised 02/2011 Form 52	S.C.			C.D.			CWA.				
	Mississippi State De	partment of Healt	h		1	Revised 02/2011				F	orm 523

If desired, the facility may also order online by clicking on "Order Death Certificates" in the left pane navigation menu.



Your VitalChek login account is not the same as EDRS. Please contact fhportalsupport@vitalchek.com to setup a new account. Screenshot of VitalChek Funeral Home Portal Home Page...

VitalChek	
America's Leading Source for Government Certified Vital Records	About Us Help
Username: Password: Login Foroot your password? Change your password? Change your password? Change your password? Change your password?	
Testimonials Site Security Privacy Policy Site Map Legal Copyright © 2017 LexisNexis Risk Solutions. All rights reserved.	

EMAIL EXAMPLES

The screenshot below is for a new user. The message content will be essentially the same for other New Account Created emails, regardless of organization and role.



---Please do not reply to this email.

The screenshot below is for a New Case Assignment. The message content will be essentially the same for other New Case Assignment emails, regardless of organization and role.

EDRS Case# 2020/000034				
EDRS-Admin@msdh.state.ms.us	S Reply	🏀 Reply All	ightarrow Forward	
То	Fri 3/20/2020 1:04 PM			

DOCTOR PINE,

Case Number 2020/000034 has been assigned to you.

Please do not reply to this email.

The screenshot below is when a case has been rejected. This one was sent to the assigning Hospital Clerk. It was rejected by the Certifying Physician. The message content will be essentially the same for other Case Rejected emails, regardless of organization and role.

EDRS Case# 2020/000004				
EDRS-Admin@msdh.state.ms.us	S Reply	Keply All	\rightarrow Forward	
То			Fri 3/20/2020	1:07 PM

HOSPCLERK1 RUSH,

Case Number 2020/000004 has been relinquished. Please reassign this case to another Certifying Physician.

Please do not reply to this email.



July 2017

Dear Funeral Director:

We are writing to you to announce our new procedures regarding Social Security's "Statement of Death by the Funeral Director (SSA-721)" form. The state of Mississippi now has access to the Electronic Death Registration System (EDRS) as of July 8, 2017.

Beginning July 8, 2017, if you use Mississippi's EDRS to register deaths, you will no longer need to send a separate SSA-721 to SSA to report an individual's death. When EDR reports are received, they can be processed with no additional verification of the death information. This allows for the immediate and automatic termination of deceased individuals' benefits and suspension of benefits if the decedent served as a representative payee.

Although we do not expect issues, as with any automated process, there might be cases that do not process correctly through EDRS. If you receive a request to complete an SSA-721, we ask that you assist the SSA Field Offices with these requests so that we can all continue to deliver professional customer service to the families of the deceased.

We still need your help to share information with potential survivors, as they may be entitled to benefits. You can help us by distributing the last two pages of the SSA-721 to families as you register the decedent's information. These pages provide valuable information about potential benefits that may be payable and how survivors can apply for these benefits.

If you do <u>not</u> use Mississippi's EDRS, or if you cannot verify the SSN through the EDRS system, we ask that you send us the SSA-721 as you have done in the past.

Thank you for your assistance in this process.

Sincerely,

Jessica MacBride

/s/ Jessica MacBride Director,

Earnings, Enumeration and Medicare Policy,

Office of Income and Security Programs