

CONTRA COSTA
EDRS/FDRS PROCEDURES

BUSINESS HOURS

Our regular office hours are Monday – Friday, 8 am to 4 pm. Fax unlock requests, Walk-in permit filing and telephone calls will be processed during these hours. Our office will be open at 9 am on the 4th Tuesday of each month due to staff development.

For EDRS/FDRS, you may submit records for MI & LR review through EDRS 24/7; however daily cut off time for registration will be 3:00 p.m. To allow two (2) hours processing time, anything submitted after 3:00 p.m. may be reviewed the following business day.

PROCESSING TIME

Due to the volume of cases we receive in Contra Costa County, you must allow two (2) hours processing time for requests. Requests include: MI review, LR review and Unlock record requests. EDRS automatically time stamps your submission for us and puts them in time received order for us to process.

Always proofread your work before submitting for authorization. If the certificate & permit are submitted accurately the first time you should receive a response within two hours. If we have to reject multiple times for errors the two hour time clock does not go back to the original submission time, it receives a new received time each time. All requests are processed in time received order.

PHONE CALLS

There is no need to call the office when you submit a record to MI or LR. It will automatically show up in our queue and we will know it is there and ready for review. We want to be able to help everyone as efficiently as possible and unnecessary phone calls slow down our production. If it has been more than two hours since the last submission you may call to check the status of the request.

UNLOCK REQUESTS

All unlock requests must be made in writing via fax. Please do not call us to unlock records. We will inform you to send us a fax and they will be processed in the order received. Please make sure your fax machine has the correct time/date programmed in as well that way we are assisting everyone in the correct order. This sometimes becomes problematic after daylight-savings time changes.

HOW TO SPEED UP THE PROCESS

Help us to help you in the most efficient way possible! Proofread your work before submitting. We cannot stress this enough. Once you have completed the record, view or print a “Working Copy.” It is much easier to proofread the documents, rather than looking at the data entry screen. Review the physician attestations. If you see errors don’t wait for us to catch them. Most important, proper planning is key. Don’t wait until the day of the funeral service to submit the paperwork. We all know how frustrating it can be when you are rushed and you make mistakes because you are stressed for time.

ACCESS for EDRS/FDRS

All new users must complete an EDRS/FDRS Participation Agreement and fax to us to request access. After we approve your forms we forward to EDRS State Office who will contact you for training. Please notify us if you have staff that no longer work there by sending us an Account Modification Form to terminate access on behalf of your establishment.

EMERGENCY FILING

In order to meet the needs of our community, Contra Costa Vital Registration has implemented a procedure for mortuary/funeral home staff for emergency filing. The emergency filing fee is \$50 + any additional permit fees. This service is for mortuary/funeral homes only, not the general public.

On weekends and holidays, emergency filings may be obtained from 9:00 a.m. – 10:00 a.m. only. This is not an on-call service and is only available during the one hour window. To ensure that the permit can be issued it is imperative that you proof-read your documents before submission; including attestation. Once the record is ready for registration please call 925-890-8779.

FUNERAL HOME RESPONSIBILITIES

- Social Security Verification (SSV) - EDRS requires that SSV be attempted before submitting for registration.
- Medical Information (MI Review) - VS11e, all MI boxes should be completed & submitted for medical review prior to physician attestation.
- Attestations – Voice and fax attestations must be reviewed before submitting to LR. Voice needs to match death certificate and fax needs to be clear and correct.
- Disposition Permit – Disposition Permits are issued electronically in good faith that funeral home will submit payment immediately after issuance. Funeral home is responsible for submitting a signed copy of the Disposition Permit and permit fees (\$12) within 3 business days of registration.

PERMIT PAYMENT

Payment must be received within **3 business days** via online, postal mail or walk-in delivery. Failure to send the appropriate fees and permit may result in EDRS privileges being suspended until permit/fees are received.

CERTIFIED COPIES

You may submit a written Application for Certified Copy of Death Record to request copies along with the signed permit and appropriate fees. Orders are accepted in person, through the mail and online via Vitalchek. We do not accept orders via fax. All orders received today will be available for pick-up after 1:00 p.m. tomorrow. All mail orders will be routed for postage through our mail center (may take a few days) or if you prefer to have your copies sent directly through the USPS you may provide a self-addressed stamped envelope (SASE) with sufficient postage.

TRANSIT/SHIP OUT LETTERS

Transit letters for non-contagious disease are available by submitting a request via EDRS/FDRS Fax Communication Sheet. The fee for Transit Letters are \$10 each. If the Coroner has declared the cause of the death the transit letter will need to be requested from the Coroner's Office.

EDRS/FDRS COMMUNICATION REQUEST SHEET

This form will reduce unnecessary phone calls and help us to help you more efficiently. If you are requesting a record correction for any of the following reasons, you must fax a completed EDRS/FDRS FAX Communication sheet in writing to our office:

- Abandon EDRS record
- Unlock PI or MI on EDRS or FDRS

- Request for Transit (ship out) Letter
- If filing an EDRS disinterment
- To review/register an FDRS record

SCATTERING ON LAND

When scattering on privately owned property, a permission letter must be obtained from the property owner before issuance. When scattering at a religious entity or state park a permission letter from the religious entity or park ranger must be obtained before applying for the permit. You will need to fax us the documentation with a CA-EDRS Fax Communication Sheet to communicate this information.

DISINTERMENTS

Any change in the final disposition listed on the original death certificate is considered a disinterment. If you are submitting a disinterment permit through EDRS and it is a Contra Costa death that was registered through EDRS no additional documents are necessary. If the death was prior to EDRS you may apply for the permit once you have the necessary documents in your possession:

- An original (previously authorized permit; OR a certified copy of the death certificate; OR
- If neither of these documents are obtainable and the death occurred more than 6 months ago then you must have the informant complete an “Affidavit to Disinter” statement.
- If the original informant has changed and a new informant is applying for a disinterment permit then a signed affidavit from the new informant is also required.

AMENDMENTS

Once a death certificate has been accepted by the Local Registrar an affidavit to amend the record will be required to make any changes. Submit your amendments to the State and we will notify you via fax when we have received the registered amendments and they are available for purchase.

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You can find this info, and commonly used forms on our web page:

<https://cchealth.org/vital-registration/funerary-agents.php>

To create an account through Vitalchek and pay for your purchases online please contact:
Mike Padilla 888-216-9944 or email fhportalsupport@vitalchek.com

Note: All policies are subject to revision.