

ODH Vital Stats – OFDA sponsored OVRs Webinar (10/6/25) FAQ

System Go-Live

1. What is the timeline for the OVRs System Go-Live date?
 - Ohio Department of Health, Bureau of Vital Statistics has the following timeline set – click here to see Go-Live dates by county: [Death Registration Module in New Ohio Vital Records System Set for Go-Live | Ohio Department of Health](#)
 2. If we are serving a family where a death occurred in a Phase 2 county and we are located in Phase 1, how do we complete the Death Certificate process?
 - The county roll-out is based on the Funeral Home location, not the family or the decedent. All Local Health Districts, Coroners, and Physicians are under the October 22 start date. All new death records should be started in OVRs when your phase-in date has started.
 3. How long will we have to go between two systems? What is being done to make sure those EDRs electronic providers are switching?
 - The time it takes to get all your outstanding cases completed in EDRs will be how long it takes to move to one system. On the date where a county is expected to phase into OVRs, the EDRs accounts that are assigned to funeral directors and clerks in those counties will be **unable** to start new records. Their account will still allow them to modify and certify events already started.
 4. If funeral homes that are close (in proximity) to Phase 1, but fall into Phase 2, are ready to implement in October, can they petition with Vital Stats to be included in Phase 1?
 - YES! After October 22, ANY Funeral Home that wants to move over early is able to do so. The only thing to keep in mind is that a record started in OVRs cannot be completed in EDRs and vice versa. Email Vital Statistics at OVRs@odh.ohio.gov.
 5. Can I test the system before my county hits its Go-Live Date?
 - Yes, please send an email to OVRs@odh.ohio.gov with your contact information and your OHID Username to gain early test access.
 - Individuals will be able to explore the system, create sample records, and familiarize themselves with queues.
 - However, a record will not be able to be completed as there will be no Physicians or Coroners to refer the cases to.
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Physician Involvement & Electronic Certification

1. Are physicians aware of the new medical worksheet and that physical death certificates will no longer be completed?
 - As of October 6th, 2025, nothing specific has been sent to physicians with this change. Vital Statistics is still in the process of disseminating this information.
2. Are all physicians required to sign electronically, or is it optional?
 - There is currently no statute mandating physicians to sign electronically.
3. Why are physicians not held to the same electronic submission requirements as funeral directors?
 - Under state law, physicians and coroners must certify the cause and facts of death within 48 hours of the date of death. To ensure timely compliance, physicians are strongly encouraged, but not required, to complete this process electronically through our death registration system.
4. How are electronically signing physicians and coroners notified when a medical certification request is sent to them?
 - When a record is moved into a Request for Medical Certification or Refer to Coroner/ME status, a message is sent to the physician or coroner in both their messages, their work queue and their e-mail (if they have e-mails turned on in their profile).
5. Can physicians choose to opt out of system notifications, like the EDRS process?
 - They cannot opt out of the messages within OVRs, however they can choose not to receive e-mails. Vital Stats is strongly suggesting that they keep the e-mails option turned on.
6. Is there a way to determine whether a physician is enrolled for electronic certification?
 - When using OVRs, you will be using the “Request Medical Certification” link to verify if the physician/certifier has an account. If the physician can be found when searching by name, the record will be sent to that individual electronically. If you cannot locate the name, you will need to use the “Drop to Paper” option under the “Print Forms” link to print a Medical Certification Worksheet for the physician to sign.
7. What if the physician practices in another state? How do we work through OVRs processes?
 - All physicians who are already registered in OVRs will be active on OVRs as of the initial go-live Phase 1 on October 22, 2025. If you are in a county that goes live at a later date, the physicians will still be able to access the record in EDRS to complete certification.

8. Are there any educational materials or one-page resources available to help funeral homes encourage physician participation?

- Vital Stats is currently working on a form that can be distributed alongside the Medical Certification Worksheet to give instructions on how to enroll in OVRs.

Funeral Home Operations & Case Management

1. If a funeral director initiates an OVRs case but becomes unavailable, can another director from the same facility take over the case?

- Yes, another Funeral Director from the same Funeral Home can change the Funeral Director associated with the record as long as the record has not been signed and certified. This is done using the lookup feature as long as both funeral directors have completed their OVRs enrollment.

2. Can a clerk or admin access and change the assigned funeral director on a case?

- Yes, a clerk or admin of a funeral home can log into a record and update the funeral director associated with the record as long as it has not been signed and certified.

3. When a funeral director logs in under his/her ID, are they able to change the funeral director to a different director?

- No. Your User ID and Password through OHID does not allow you to change the funeral director information that is tied to that account.

4. Are there integrations available between funeral home management software and OVRs?

- No, OVRs was developed to be a standalone piece of software and cannot be tied into any other software.

Payments & Fees

1. When will the cremation permit fee increase to \$10? Please clarify the total permit fee amount, including processing charges.

- Burial and Cremation permit fees increased to \$10.00 on September 30, 2025. In addition to that fee, the purchase of both Burial and Cremation permits through OVRs requires a \$.95 fee for processing. The total charge would be \$10.95 for each permit requested.

2. Can payments be made via CHECK or ACH, or is credit card payment the only option?

- Credit Card payment is the only option for transactions made through OVRs.

3. If multiple death cases are processed in one day, must credit card information be re-entered for each case?
 - Yes, unless you have saved your credit card information using your computer's web browser. The OVRs software does **not** store your credit card information.
 4. Will the system allow credit card information to be securely saved for future transactions?
 - You can save your credit card information through your computer browser. The OVRs application does **not** save your credit card information.
 5. Can you clarify how county surcharges apply to death certificate orders (first 10 vs. over 10)?
 - Certificate surcharge is \$6.00 for 1-10 certified copies ordered through OVRs. Additional copies over 10 will be \$.50/each. Charges are in addition to any additional fees the local registrar may charge for processing.
 6. How can I print a receipt for ordering fees for my accounting records?
 - In order processing, after searching for an order that was previously placed on the summary page, under the *Event Requested* section, there is a link titled *Receipt*. Click the link and you will be able to download a pdf of the receipt.
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Forms, Permits & Document Handling

1. Are sub-registrars going away?
 - Yes, Burial and Cremation permits will be fully handled within OVRs and will not require a registrar or sub-registrar to process them.
2. Can a permit be issued before it has been signed by the physician or coroner?
 - Yes, if the disposition will be cremation. The cause of death must be entered before a permit can be approved. Burial permits can be approved with just the complete demographic information being affirmed by the funeral director.
3. What is the expected timeframe for the state to review medical worksheets and issue cremation permits?
 - Medical Certification Worksheets should be reviewed within one business day.
4. Will we be able to print a cremation permit without a date of disposition?
 - Yes, you can print a cremation permit without a date of disposition. You will still need the cause of death portion complete prior to obtaining the permit.

5. If a paper medical certification is received, must the funeral director wait for state data entry before requesting a permit?
 - Yes, if the disposition will be cremation. The cause of death must be entered before a permit can be approved. Burial permits can be approved with just the complete demographic information being affirmed by the funeral director.
6. For religious-based decedents where embalming cannot take place, how quickly can we receive a burial transit permit?
 - Burial Permits can be obtained as soon as all information is entered into the system, and the record is both signed and certified. Vital Stats has it set up so that receiving a permit is instantaneous from the funeral home access side after it has been purchased.
7. If medical certificate has been completed but the death certificate now requires changes, can edits be made before ordering death certificates?
 - Yes, amendments can be made within the system itself prior to certificates being issued and after the record has been signed and certified.
8. Can we enter a disposition date before the death certificate is signed?
 - Yes. If you have a presumed disposition date, this can be entered before the certificate is signed.
9. On the cremation example, we noticed there was a date of disposition entered. At the point it was said that there was no cause of death yet. In the past, we have only entered the date of disposition on a cremation after we had the signed certificate. Please clarify.
 - You should request your permit for cremation once the certificate has been registered. Once you receive the system message that the certificate has been completed, you can easily put the proper date on when disposition will occur.
10. Is the Social Security number still verified through the new system and do we receive a pass/fail message? Do we need to wait for Social Security verification before requesting certified copies?
 - Yes, the Social Security number is still verified through the new system using OVS. Once the first name, last name, date of birth, and Social Security number have been entered, a Verify SSN link will appear. That must be clicked to initiate the SSN verification through Social Security.
 - You do not need to wait for Social Security verification to be completed to request certified copies.
11. Can we continue picking up death certificates from the health department rather than waiting for mail delivery?
 - Absolutely. Please make sure you select *Counter* when you place your order (if you are ordering it through OVRs) or simply visit your Local Health District office.

12. How do we make changes to a death certificate after submission?

- You would use the amendment process in OVRs itself. There will be instructions on how to do this in the **manual** under *Help* within OVRs.

13. If we order corrected death certificate copies, is the payment structure similar to ordering original copies?

- Every local health department can charge for additional copies if a correction is made to the certificate after purchase. Please check with the ordering office to verify if they will exchange a previous purchased certificate for an updated copy. Many offices will no longer exchange certificates for free after OVRs goes live.

14. If we need to reorder death certificates for a family that had a certificate processed in the EDRS system, how do we go about that? Are we still able to pick up at ANY health department, or does it have to be the original?

- A record that has been completed in EDRS and registered can be ordered from any local office; HOWEVER, it will not be available for the funeral home to do this electronically through OVRs. Ordering processes from local offices vary by location, so please use the appropriate ordering option for that office.
- Pre-go live and post-go live of OVRs, for reorders, you will need to contact the local health district office that you placed the order through as every office has their own reorder and reprint rules.

Printing, Uploading & Technical Questions

1. Is there an option to print a draft death certificate copy for review before final submission by the funeral director?

- Yes. The option is listed under *Other Links > Print Forms* on the left side of a record within OVRs.

2. How can a free Veterans Administration copy be uploaded for veteran cases?

- Please contact your local health district directly for assistance in obtaining a VA copy for Veteran's cases.

3. Does OVRs have a two-step authentication during log-in?

- OVRs itself does not have multi-factor authentication. If you wish to establish multi-factor authentication through OHID, you can set that up under *Account Settings*.
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Cemetery & Disposition Details

1. Do section, lot, and grave numbers need to be entered to process cremation certificates?
 - They do not need to be entered, however, if they are blank, the section, lot and grave numbers are a “soft edit”, meaning that if you do not have the information, you can override the fields. If you do have the information prior to the certificate being registered, we do ask that you update the information. The information can be added later, even after the record has been registered.
 2. What if the burial is in a family cemetery, or out-of-state — is section and lot information still required? Or how can I bypass these fields?
 - You can bypass these fields by simply leaving them blank and choosing the overrides at the bottom of the page.
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Fetal Death Certificates

1. What is the correct process for filing fetal death certificates in this system?
 - For now, Fetal Deaths will be processed the same way they are before the OVRs go-live. The Fetal Death module is coming soon and will not be a part of the primary death roll out.
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Training, Clarifications & Miscellaneous

1. Will there be any training on how to process corrections after a certificate has been completed?
 - There are training materials in the OVRs system that will help with this item. Vital Stats has short guides on topics like online ordering and corrections already prepared so you do not have to search the full manual for information.
 - Once the system is live, there will be dedicated online office hours.
 1. To have access, one will need access to a computer and ability to join a *Microsoft Office Teams* meeting
 2. **Note:** Call-in hours will NOT be available as the sessions will include visual demonstrations
 2. Are there any upcoming training sessions or text-based process guides for funeral directors and medical staff?
 - The training webinar was recorded and can be viewed by accessing the webinar on the OFDA YouTube channel, [CLICK HERE](#). The OVRs manual and training guides are also available within the new system and can be accessed right now by accessing the *Help* area in the upper right corner of the system.
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NEED ASSISTANCE?

OVRs Enrollment

- If you did not receive an email with enrollment instructions and believe that you should have, please reach out to OVRs@odh.ohio.gov.

Create an OHID account

- If you do not already have an OHID account on the InnovateOhio Platform, the OVRs enrollment process will guide you through the account creation process. You can also proactively create an OHID account by visiting ohid.ohio.gov and signing up for a new account.

Having trouble with creating or accessing your OHID? Reach out to the Ohio Department of Administrative Services (DAS) via the following methods:

- Online helpdesk chat: <https://ohid.ohio.gov/wps/portal/gov/ohid/forgot/chatbot/recover/recover-account>. I provided this to another member last week and the member was able to complete the process with the assistance through chat.
- Calling the OHID Support at 614-444-6443, available 8 AM – 5 PM Monday through Friday.

Register your Support Staff if Necessary

- If you have support staff who need access to OVRs, please send their name and email address to OVRs@odh.ohio.gov. The OVRs team will send them the information and access required to complete enrollment.

Reach out for Assistance

- If you have any questions or need any other assistance, the OVRs team is ready to help. Contact them at OVRs@odh.ohio.gov.