

General Information for MoEVR (Missouri Electronic Vital Records) Death Certificate Users Facts, Frequently Asked Questions, Timesaving Tips

What is the URL address for MoEVR?

The URL address is: <https://www.health.mo.gov/moevr/gui/login/welcomeMO.jsp>

You can also go to the DHSS home page at <http://www.health.mo.gov/>

Click on “Birth, Death, Marriage and Divorce Information” (in blue bar)

Click “Missouri Electronic Vital Records System MoEVR”

Click on “Login” button at the bottom of the MoEVR page.

How do new or additional staff from my facility obtain access to MoEVR?

To gain access to the MoEVR system every individual user must complete a *Vital Records User Access Request* and submit the original copy to the Bureau of Vital Records, P.O. Box 570, Jefferson City, MO 65102. Upon approval you will be notified via the preferred method of contact indicated on the access form and given your user name and temporary password. At the time of initial log-in you will be asked to change your password.

Do funeral directors have to continue notifying the Social Security Administration (SSA) with the SR721?

If funeral directors are using MoEVR, they can discontinue using the SR721 form. Once the fact of death information is entered into the MoEVR system, the data will automatically transmit electronically to SSA.

What response will the system display with the SSA verification?

The system will display a code in the SSA status bar that indicates if the verification was successful or not (i.e. SSN verified). If the verification is not successful, the system will display a message in the SSA status bar that tells the user what information did not match (i.e. failed- name does not match). The user may attempt to correct information up to (five) 5 times. After 5 attempts have failed, no further action is necessary on the part of the user. The SSA status bar will also display a message if the system is unavailable or unable to perform the verification. If this occurs, the system will attempt verification automatically (i.e. system delay-resubmitting). No action is necessary on the user’s part.

When can the “embalmer not available to certify” section be used?

This section is only to be used when an embalmer is not available due to incapacitation or death. Only an authorized agent of the funeral home will be able to certify for the official embalmer. Please contact the state office for assistance when embalmer is not available.

Do funeral directors continue to take death certificates to the local health department for registration?

If the funeral director, medical certifier and embalmer (if applicable) are all electronic, the data will automatically register at the state office and will not be available to “drop to paper” (print) to take a record to the local health department for filing. Computer certified copies should be available from any local health department or the state office the next business day if the data are registered at the state office by **noon**. The exceptions to this would be if the data are not registered by noon on Friday, it will be registered on the following Monday and copies available on Tuesday. If the state has a holiday on Monday, the copies will be available on Wednesday.

If the medical certifier and/or embalmer (if applicable) are not electronic, the record will have to be dropped to paper. When a certificate is dropped to paper, the funeral director may take the certificate to the local health department where the death occurred to file the record and obtain certified copies. The copies will be full copies (exact duplicates) as they are currently.

What are some of the reasons that records may not be available the next business day?

If Vital Records staff is not available to medically code records for cause of death due to, inclement weather, system is down, etc.

How will corrections be handled when an error is discovered?

A notarized paper correction affidavit will still be required when errors are discovered. However, the process for how the correction is made will be modified once the data is in the electronic system. A version of the original information will be created with the corrected information. A summary of the corrected information, date of the correction, and the authority given for the correction will be made a part of the version record.

Will notifications of death still be required?

Notifications will no longer be required when providers are using the electronic system. As long as there is a manual paper process that goes through the local registrars' office a notification will be required to maintain a tracking mechanism.

How will signatures be captured in the electronic system?

A hard signature will be required as long as the manual paper process is used including "drop to paper". When both data providers are using the electronic system, the name of data providers will be populated in those necessary signature areas according to the providers' login ID.

Tips on getting into the system

Log into the internet. Go to: www.health.mo.gov

Click on —"Birth, Death, Marriage and Divorce Information" (in blue bar)

Click —"Missouri Electronic Vital Records System MoEVR"

Click on —"Login" button at the bottom of the MoEVR page. To gain access to the MoEVR system you must complete a *Vital Records User Access Request* and submit to the Bureau of Vital Records. Upon approval you will be notified via the preferred method of contact indicated on the access form and given your user name and temporary password. At the time of initial log-in you will be asked to change your password.

The new password must have at *least* 8 characters and include -1 capital letter, 1 special character, and 1 numeric. Ex: Hospital3!

If you unsuccessfully attempt to log in 3 times you will be locked out and must call Vital Records to have your password reset. To avoid this - after your second unsuccessful attempt close out completely and come back to the original login page to start over.

To create an icon for your desktop go to file * send * shortcut to desktop. Some internal system firewalls may prevent you from doing so, save it in favorites or call your IT person for assistance creating your desktop icon.

***Passwords and user ID's must not be shared.**

Some Facts You Should Know

- Message Board on the right side of the main/pending screen – titled “News Messages” will be used as a way for the Bureau of Vital Records to give you timely MoEVR system information. The User Guides will be posted here for reference.
- Click on or near a box and the hover text will appear to give specific instructions.
- Dates – You do not have to enter the slash marks to separate the numbers. The system will do it for you but you can enter them if you find that easier. You must put in the full year not just the last two numbers – i.e. 2009 not 09. The date must be entered as mm/dd/yyyy i.e. 01/01/2010
- Social security number – You do not have to enter dashes. If number is unknown enter 9’s.
- You may “Finish” and “Save As Pending” at any time when entering a record. This may be important if your internet “times out” often or if you do a partial certificate.
- Names populate in all CAPS only; including MC’s (i.e. MCDONALD). Please inform families how information or names will be listed on certified copies.
- Drop down boxes:

Missouri and bordering states are bubbled up (listed first alphabetically) to the top of each state list. United States and bordering countries are bubbled at the top of each country list. Selections may be made from the drop down by scrolling or by typing the first letter of your selection which will take you to the first state or country of that letter.

PRINTING INSTRUCTIONS:

Involvement by the facilities IT personnel may be necessary for assistance regarding print configuration. The following are general print instructions:

You will see the Print Confirmation screen - Click on Print. Click on Generate Document.

The next screen will read Print in the upper left hand corner. You may print from the icon or the “File” drop down.

Go to Page Scaling: Screen will display multiple options – select - **shrink to printable area** by highlighting this option.

You may encounter instances when the .pdf does not display in ADOBE READER. It displays in INTERNET EXPLORER. If you do not change the settings when you close out of the window it will log you out of MoEVR.

To fix the problem with the .pdf not opening in ADOBE READER the operator needs to do the following:

- Open Adobe Reader
- Click on EDIT
- Click on PREFERENCES
- Click on INTERNET
- Under Web Browser Options to the right of the screen make sure checkbox “Display PDF in browser” is unchecked
- Click on OK.

MoEVR Data Entry Tips

- End key to go to the bottom of a page or list
 - Page down key
 - Down arrow key
- Tab to move the cursor forward
- Shift + tab to move the cursor back
- Drop-down list: Begin typing your selection to quickly locate that item in the list or press ALT +
- Check Box: Use your space bar to select or deselect
- Press **ALT + n** key to open the next page of the form
- Press **ALT + p** key to open up the previous page of the form
- Press **Alt + Page Up** key to open the first page from any other page of the form
- Home key to go to the top of a page or list
 - Page up key
 - Up arrow key
- Press **Alt + Page Down** key to open the last page of the form from any other page of the form
- Press **Alt + t** key to insert the current date (without having to type it in manually).
- Press **Ctrl + f** key to search for text on a page
- Press **F5** to recover after pressing Backspace or Enter

WINDOWS SPANISH CHARACTERS AND ACCENT MARKS

MoEVR will accept the following special characters. To enter a special character, place the cursor in the appropriate place in the text box, hold down the ALT key on the keyboard and type in the corresponding number on the table below.

When using Windows you **MUST** use the numeric keypad (to the right of the keyboard) to type these special characters. The Number Lock on the numeric keypad must be on.

| | | | |
|---|----------------------|----------|------|
| Á | Hold down ALT | and type | 0193 |
| É | Hold down ALT | and type | 0201 |
| Í | Hold down ALT | and type | 0205 |
| Ó | Hold down ALT | and type | 0211 |
| Ú | Hold down ALT | and type | 0218 |
| Ü | Hold down ALT | and type | 0220 |
| Ñ | Hold down ALT | and type | 0209 |