

MR&C FAQs

Why am I seeing other funeral directors in my list who no longer works at my funeral home or death records in my Work queue for other funeral homes?

If you did not submit requests to MDH to delete employees from VRV when they left your employment, in MR&C, former employees will display in your list of funeral directors and the death records for funeral homes where they are now employed will appear in your Work queue.

Do I have to complete the Mail to #1 fields if I want to pick up my certified copies or requested death certificate?

When completing a request for death certificates, all fields denoted by the red asterisk must be completed. The Mail to #1 section is required and must be completed even if you will pick up the death certificate(s) from the Issuance office. Use the Special Instructions section of the request to instruct the Issuance office how you would like to have your request processed.

Does the MR&C assume that we are ordering one copy of a death certificate?

Unlike, MN VRV2000, MR&C does not assume that you are ordering one copy of a death certificate. When ordering death certificates, enter the total number of death copies you desire. The free VA copy of a certified death certificate is included in the total number of copies ordered.

How will we know if the physician responsible for completing the death record is online?

If the physician assigned to the death record is not a MR&C User, you will receive a Correct and Validate message on the Finalize Filing page in MR&C under the Medical Certifier heading. There message will state that the physician listed is not a participant in MR&C and instruct you to fax a copy of the worksheet to the physician's office.

Cannot approve cremation authorization request.

The MR&C application has encountered an unexpected error...It is recommended to login again to continue to use this system.

Could not enter a death record.

License number mandatory. Cannot complete physician's name only - click Search or click arrow to populate the physician's information. Wherever search is an option, click to auto-populate the fields.

Cannot correct a death record. Getting message corrections.

If you have two records with same name, need to complete Correct a death record process.

When nursing home is selected as place of death and the name is not in the facility table, how do you enter it? If "other" is selected and you type name in specify, will the name appear on the death certificate?

Select "other" from the drop down list. The "specify" field displays, type name of nursing home or other facility and the address information. Need to confirm whether or not name is listed on certified death certs.

Since you have to log into this system, when you are logged in and are a single chapel funeral home you should already have the funeral home information entered automatically.

Refer to set of instructions sent with MR&C email notification. See Manage Profile function, update profile and select default facilities.

I entered a new death in the system, how do I know if the Dr. and Coroner are up and running with new program or do I have to get forms to them yet and fax them to state.

MR&C does not provide a confirmation message to funeral home users when a death record is filed whether or not email notification was sent to the medical certifier or that the medical certifier is participating or not. System will give an error if record was not filed successfully but if filed successfully, email notification is sent to physician if MR&C user. Has to monitor work queue and/or contact doctor's office if not completed timely. If user learns that physician is not MR&C user, he can fax worksheet to doctor's office and request he/she complete it and return completed and signed worksheet to funeral director.

Cannot print cremation authorization document to get to Dr. and Coroner.

Cremation authorization approval requests will be done electronically, the cremation authorization form can only be printed when cremation requests have been approved by the ME/Coroner.

If I check "removal from state" it will not let me enter a cemetery that is not in the State of MN. Correct?

In MR&C, once removal from state is selected, you no longer have to enter other out of state information.

Mail to # - What if you do not want it mailed. Can you bypass the "Mail to" section? (It is a waste of time to have to complete the mail to if you don't want the certificates mailed).

You must complete "mail to" section even if you want the county to call for pick up.

Will all physicians have to finally be on line?

We are working really hard to get all of the doctors online. We still depend on users to help us identify those not completing death records online.

I keep getting error messages to complete fields that I already completed? It won't let me file fact of death.

There are three types of Correct and Validate error messages on the Finalize Filing page: Mandatory, Invalid, and Misc. that appear above the headings of the page in which they appear. These messages require you to complete incomplete, invalid, or missing information or to validate (confirm) the information you entered.

Click on the page link to return to that specific page and correct the missing or incomplete information listed below the Mandatory and Invalid page headings. For validation error messages with boxes preceding the message, click in the box to confirm the information entered on the specified pages.

When a physician on the death record has been changed, will the new doctor receive notification?

Yes, in MR&C both physicians will receive email notification if they are MR&C Users. The physician originally assigned the death record will receive notification that a Work queue item has been removed from his Work queue and will include the decedent's name, date of death and the work queue type.

The newly assigned physician will receive an email notification stating that a Work queue item has been added to Work queue and will include the decedent's name, date of death and the work queue type.

How do we enter time of death?

Time of death is now entered by the physician. It is on the medical portion of the death worksheet in MR&C.

How do I print a completed death worksheet?

There are two ways to Print a completed death worksheet using the Select a follow-on action in MR&C. The Select a follow-on action feature can be accessed through Search death record tasks and from the Finalize Filing page on an opened death record. Steps are as follows:

Search a death record

1. Enter decedent's first and last name or any Search Criteria desired and click the **Search** button.
2. Click the arrow to the right of the **Select a Follow-on Action** drop-down menu and select **Print a completed worksheet**.
3. Click in the box to "Select All" or click the appropriate box to print desired worksheet (Fact of death or Cause of death).
 - ◆ The Fact of death worksheet is the personal and demographic information entered by the funeral home staff.
 - ◆ The Cause of death worksheet is to be completed by the medical certifier. It lists the decedent's name, date of death and time of death.
4. Click **Generate report**, and click Open on the PDF Download file popup prompt.
5. Print.

Finalize Filing page

1. After you have successfully filed the death record, scroll down the page and click the arrow to the right of **Select a Follow-on Action** drop-down menu and select **Print a completed worksheet**.
2. Repeat steps 3-4 above.

How do you print a disposition permit?

Search a death record

1. Enter decedent's first and last name or any Search Criteria desired and click the **Search** button.
2. Click the arrow to the right of the **Select a Follow-on Action** drop-down menu and select **Print a disposition permit**.
3. Click **Generate report**, and click Open on the PDF Download file popup prompt.
4. Print.

Finalize Filing page

1. After you have successfully filed the death record, scroll down the page and click the arrow to the right of **Select a Follow-on Action** drop-down menu and select **Print a disposition permit**.
2. Repeat steps 3-4 above.

How do you order a certified copy of a death certificate?

Search a death record

1. Enter decedent's first and last name or any Search Criteria desired and click the **Search** button.
2. Click the arrow to the right of the **Select a Follow-on Action** drop-down menu and select **Request a death certificate**.
3. The Requester Information section is pre-populated with the default facilities set in the User's profile. Use the drop down menu to select another issuance office or funeral home location, if different.
4. At the Mail to (1), click in the box next to "**Send to the funeral home.**" The fields will auto-populate with funeral home mailing information. Please note: The Mail to #1 fields are required and must be completed even if the death certificates are to be picked up and not mailed to the funeral home.
5. Type the funeral director's name or funeral home staff to receive the death certificate(s).
6. Enter number of desired copies. Click to check the box when requesting VA Certificate(s).
7. Select **Proceed**. Or, Go to Step 12 if you want copies of the death certificate sent to a different mailing address in addition to the funeral home.
8. Click **Add mail to** and the Mail to information (2) fields open.
9. Type the name and mailing address in the Mail to Information (2) section.
10. Click **Proceed**.
11. The Request death certificate summary page displays. Click **Save**.
12. On the explorer message box, click "**OK**" to save and continue.
13. The page refreshes on Request summary page and message "**the request for death certificate has been successfully submitted to name of Issuance office.**"