

Training FAQ

1. With the electronic registry system in WV, how long does the physician have to sign the death certificate / complete their responsibilities?

Medical certifiers should complete the cause of death certification within 24 hours of being notified of the case.

2. Once the death certificate has been certified and signed, does the state send the official copies to the funeral director or directly to the family?

Once the certificate is filed by the state, the funeral director will receive a notice that the record is registered. They will also have a new link under their Other Links section that says Issue the Record. They can click on the link and place an order. The certificate(s) will be sent to whomever the funeral home puts on the application. The funeral home will also be able to pay for the order using a credit/debit card or electronic check.

3. When we verify the social security number will that eliminate the need to complete the SSA-721 form?

If the SSN verified successfully in WV DAVE, you will not need to complete the SSA-721 form. If the SSN does not match or verify, please complete the SSA-721.

4. By referring to the medical examiner, if you attach the cremation request will they automatically know to review it for approval?

Yes. You can use the Attachment link to upload a copy of the authorization. Then click on Cremation Clearance, fill in the authorizing individual information, and click the Save button. The Cremation Clearance Status on this page will update to show Requested. The OCME will be notified and the case will appear in their Cremation Clearance Requested queue to be processed. All cremation clearances will be handled by the OCME. OCME staff will be on-call on weekends and will be able to approve cremation clearances that are requested at these times.

5. If we have more than one facility, how do we add them to our login? Should it pull them all up?

Yes. You can do an enrollment for each facility. They will be combined under one username and when you log in, it will give you a list of your available facilities and you simply choose the one that you are working with.

6. What if the facility is not listed?

If the facility is not displayed in the facility/office dropdown, please contact DAVE helpdesk number at 866-225-2085.

7. Do we get confirmation of completing the training?

Yes, participants receive an email after the course is completed.

8. Will the funeral home be able to submit a death certificate without a good social security number?

If the social security verification fails, you will need to fill out the SSA-721 form. If the social is truly unknown, select unknown and you are required to contact the local SSA field office to notify them of the death and unknown social.

9. Once the system is active in January 2022, is it going to completely replace the carbon copy death certificates we now use or is there a transition period?

WV DAVE will completely replace paper death registration. All deaths that occur in 2021 will be on paper. All deaths that occur in 2022 and moving forward will be done electronically in the WV DAVE system and the carbon forms will be discontinued.

10. Difference between validate Page and Save Buttons?

The save button will only save the information entered but not run it against edit checks built into WV DAVE. In order to move forward with the registration process you must click the Validate Page button.

11. Why isn't there a signable demographic preview for the family to sign like in Virginia's EDRS?

If a funeral home would like to have a paper for the family to review demographics, please print a working copy by clicking on Print Forms under the Other Links section on the left of the screen and then click on Working Copy.

12. Will ME authorization be handled by the state office and no longer by the county MEs?

The Office of the Chief Medical Examiner handles all cases referred to them or county MEs.

13. How do you get medical certification from a doctor that is in another state for the funeral homes that are close to the borders?

The funeral home should contact the certifier and notify them of the need to complete the death in the EDRS. Please provide enrollment information to the certifier that is available here: [WV DAVE Enrollment Flyer](#)

14. In January, will most states be online with this for death certificates?

Most states already have electronic death systems in place. This system is for deaths that occur in WV only.

15. Do we put the date of death and time of death?

The medical certifier or pronouncer is responsible for the date and time of death.

16. How do funeral homes order and pay for death certificates with the new system?

Once the certificate is registered with the state, the funeral home will receive a message in WV DAVE as well as an email to the email address on file in WV DAVE, stating that the certificate has been filed. At this time a new link will appear under the Other Links section that states Order Certified Copies. Once clicked you can enter the applicant and payment information.

17. Can we start using the system now or do we need to wait till the first of the year?

You can use this site <https://uat.davewv.vitalchek.com/> to practice and get acclimated to the system. A new link will be provided for the production site to use starting January 1st.

18. Will the certified certificates still be available to pick up in the county of death?
Example: the county clerk's office...

Yes. You can still get County certified certificates at the County Clerk's office in the County the death occurred.

19. Will there be a way to link multiple locations under one username and password? For serving multiple

Yes. Currently you will need to do a New User Enrollment for each facility that you work with.

20. How are medical certifiers being notified and trained? I haven't spoken with any health care professionals who even know about the new system at this point?

Most communications have been through the various medical licensing boards. We have also made calls and visits to many of the larger hospital systems. The effort is ongoing.

21. What if you use cremation as disposition and not burial Do we have to wait on certification and cremation permit?

Yes. You would have to wait on the cremation clearance to be approved.

22. Currently to receive cremation authorization, next of kin has to sign cremation authorization. Will we be receiving a new procedure to submit this info to the OCME to finalize the cremation permit?

The funeral home will need to scan the completed authorization form and use the Attachments link located on the left of the screen under Other Links. This will allow them to save the scanned document to the record which would be viewable to the OCME.

23. What if we do not know the exact date of death or time due to a call coming after midnight or if a person has been dead for some time before we are called?

The pronouncer or medical certifier is responsible for the date and time of death.

24. The out of state doctor issue is major, because Ohio does not use this system and we have several from that state.

Medical certifiers from any state can use the system.

25. Will Virginia Funeral Directors be able to participate?

Yes.

26. Will we still be able to use our local ME for cremation permits?

No. All cremation clearances will be handled by the OCME.

27. So no cremation permits on weekends?

There will be OCME staff on-call during weekends to process cremation permits.

28. Is there going to be a drop to paper function for Physicians that are not part of this system such as out of state doctors?

No. Out-of-state users can enroll the same way as in-state users can.

29. So will case numbers start at 0 on 1-1-22

Case numbers will start over at 1 once WV DAVE goes into production.

30. Will the hospital give us the medical record number?

They can if requested.

31. If you need to transfer the case out of state, are all Funeral Homes registered in the US listed in the drop down ?

No, only funeral homes that have enrolled in the system will be listed. If you are working with a new funeral home that is not yet listed, please have them contact the helpdesk, or enroll at this link: [WV DAVE Enrollment Flyer](#)

32. I use a crematory out of state. Will I check "removal from state"?

No, the final disposition is cremation.

33. Will we be able to see the cause of death, etc?

Yes, you will be able to see the information entered by the medical certifier, you just will not be able to edit it. It will also appear when you print a working copy of the certificate.

34. Regarding Medical Certification, you recommend that we use a facility vs a specific doctor. Is this if the doctor is "linked" to the hospital? What if he's associated with a hospital out of state?

The out of state certifier can be selected, or their facility can. Or if they are not yet a user, they will need to enroll at this link: [WV DAVE Enrollment Flyer](#)

35. Can we request certified copies prior to the physician completing his section?

Order link isn't active until the case is registered

36. Are all doctors getting training on this, and will they be in the system to get these to them quickly?

All users that work with/sign death certificates will need to be enrolled in WV DAVE and use the system as all death registrations will be electronic for all deaths occurring in 2022 and moving forward. Online, self-paced training videos and walk-through guides are available on this training site.

37. Will the payment information be automatically saved or do we have to enter payment information in every case?

Due to legal restrictions, the information is not saved and would need to be entered on each case.

38. If there is more than one person working at a funeral home that does death certificates, and a person starts the case under their sign in, will the other person see this under their login?

Yes. The case is assigned to the facility as a whole and not just to one user of that facility.