

December 7, 2022

To: County Vital Records Offices

FR: Jennifer Woodward, State Registrar, Center for Health Statistics

RE: ID requirements for ordering certified copies of vital records.

[ORS 432.380 \(2\)\(a\)](#) states that an applicant for a certified copy of a vital record shall submit a signed application, documentation of identity, and evidence of eligibility. This applies to every order, including those placed by funeral home representatives. This law has been in effect since January 2014.

This memo addresses documentation of identity when a certified copy of a vital record is ordered from the state vital records office or a county vital records office. These procedures go into effect on January 1, 2023.

What type of ID is required?

[ORS 432.380 \(2\)\(b\)](#) outlines documentation of identity as

- Government issued identification that includes a photograph **or**
- At least three forms of identification **or**
- Identification submitted through an electronic process adopted by the State Registrar by rule.

A list of acceptable ID is located [here](#). ID must be unexpired and unredacted. A funeral director license can be used as one of three pieces of identification but does not meet the qualifications to be accepted on its own.

Why is ID important?

Verifying and documenting the identity of someone who orders and receives a vital record decreases risk of fraud, identity theft, and the accidental release of information. When these incidents happen, they negatively impact the public, funeral home staff, and vital records employees.

When is ID required?

Mail or fax orders:

- Valid ID must be provided and retained or on file*. If the order comes as a group order from a funeral home, a single ID for the entire group order can be accepted.

In-person orders:

- Valid ID must be provided and retained or on file*. If a vital records office has a kiosk for ordering vital records that includes an authentication quiz, ID is still required. ([OAR 333-011-0330\(2\)](#))

Internet or telephone orders:

- If a vital records office takes orders from funeral homes via the internet or telephone, and an authentication quiz is completed and passed, no further documentation is required. ([OAR 333-011-0330\(2\)](#)) ID must be provided and retained if the person ordering the certificate fails the quiz.

Picking up certificates:

- Valid ID must be provided and retained or on file*. Vital records staff must verify the identity of the person picking up certificates to make sure they are releasing the certificates to the person who ordered them (the applicant) or someone the applicant has authorized to pick up on their behalf.

Options for keeping IDs on file

A county vital records office may choose to offer to keep copies of funeral home representative and courier IDs on file (paper or electronic) rather than requiring presentation or copy of ID. The decision is made by each County Registrar and must be applied uniformly to all staff and funeral directors. If a county vital records office offers this service, they must store IDs in a secure manner and update their file quarterly by checking that IDs are not expired and verifying with a funeral home that their employee list is current.

When records are ordered or picked up and the person's ID is on file, county staff would consult the file rather than requiring them to show their ID.

County vital records offices that choose this option must notify the state so that a list of counties that have chosen to keep IDs on file can be compiled and shared with funeral homes.

How will vital records staff document IDs in OVERS?

ID is required to be documented in OVERS for the applicant of every order of a vital record – from a provided ID or one that is on file. ID should also be documented when certificates are released to someone other than the applicant, such as a courier.

If an order comes as a group order from a funeral home, ID for the entire group order can be accepted but the ID must be documented in each order in OVERS.

There are several options for this:

- Scanning the ID and attaching the image to the OVERS order.
- Entering a comment into the OVERS order with the type of ID, issuing authority, and identification number (for example, “OR DL #1234” for an Oregon Driver’s license with a license number of 1234).
- Using a barcode scanner to scan an ID’s barcode into a comment in the OVERS order.
- If county staff have verified that an ID is on file, entering a comment into the OVERS order “Applicant ID on file” or “Picked up by [name], ID on file”

If none of these options is available (for example when three pieces of alternate ID are used), a comment needs to be added in OVERS indicating what ID documents were shown. If it is possible, copies of the documents should be scanned and attached to the order in OVERS. Otherwise, the documents should be retained.

If an applicant is picking up certificates, verify their identity by checking their ID unless it is on file and you have no question of their identity. If someone has been authorized by the applicant to pick up certificates on their behalf, document their ID in the OVERS order using one of the options above.

Please contact CHS.PartnerServices@oha.oregon.gov if you have questions regarding these requirements or procedures.

*County vital records offices may choose whether or not to offer the option to keep copies of funeral home representative and courier IDs on file.

For more information, please see our Frequently Asked ID Questions document.