

## May 2018 County Webinar Questions and Answers

Topic: Birth and Death Certificate Eligibility and 24 Hour Notice Live Demonstration

Link to recording: <https://chsdhsoha.adobeconnect.com/pe5sgdllst72/> (16 minutes)

**1. Does the address on the 1 piece of ID have to be current?**

Yes within the last 30 days.

**2. The US Passport doesn't have a mailing address so does it require proof of mailing as well?**

Due to the nature of the vetting process for passports we do not need the mailing address in connection with the US Passport.

**3. Will the acceptable proofs be coming in other languages?**

We are working on Spanish currently no other languages yet.

**4. A Washington state county charges \$10 for same day birth certificate orders, since we are Oregon we just print the same day with no extra charge correct?**

Correct.

**5. How long do we keep the 24-Hour Notice of Receipt of Body form (the paper version)?**

Please continue your current process with all paper forms.

**6. Is "Record Received" for when the death certificate has been received?** Record received refers to the death record which can be drop-to-paper and has a purple stripe down the left side.

**7. The date mailed to state is no longer on the card, is that information no longer required?**

It is no longer required on the electronic and drop to paper records. The electronic version will disappear from the queue once the Disposition Permit Received button has been selected on the electronic notice. If the state needs to find out the date this happened they can go into the case files and run a quick report.

**8. Do we need to physically receive the Final Disposition at our offices, or strictly online?**

For electronic records and drop-to-paper records you need to physically receive the Final Disposition permit in hand. After, please remember to pull up the electronic 24-Hour Notice card and mark "Disposition Permit Received." When you receive the disposition permit for fully paper records you will not need to enter OVERS or any queues.

**9. How will we be flagged regarding the queues?**

You are not notified when a queue has a notice in it, you will need to check queues regularly to see incoming 24-Hour Notices.

**10. Will this launch as of June 1st, or can we go ahead and use it now?**

Yes, you are getting 24-Hour Notices in your queues currently, please use it as needed.