

September 2020 County Training FAQ

Q: What documents are used to qualify a domestic partner?

A: A Certificate of Registered Domestic Partnership.

Q: If a sibling is ordering a birth certificate, do we require an original certified birth certificate as proof of eligibility or is a photocopy OK?

A: Yes, a photocopy is okay as proof of eligibility to purchase a birth or death certificate.

Q: Will OVERS accept a check payment without a check #?

A: You must enter a check number. If there is no check number, you can enter 999.

Q: We process Death Certificates and later invoice the funeral home. How should we be entering the payment source in OVERS?

A: You can enter the payment as cash and then invoice the funeral home.

Q: If we enter & save the wrong intaglio numbers to the order, can we contact the State to correct the numbers?

A: Yes you can contact David Tyner at 971-673-1182 or Jennifer Southworth at 971-673-1193.

Q: Are we able to issue Veterans copies to the local Veterans agency as well as the State Veterans?

A: Yes, you can issue to both local and state veteran agencies.

Q: When a birth certificate is reissued after an amendment, does that need to be included in the quarterly report to state?

A: Yes. The report tracks security paper so any issuance on intaglio needs to be reported.

Q: Can we get the email address to report voided Intaglio?

A: Send an email to CHS.VitalRecords@dhsosha.state.or.us

Q: Is the first replacement free for Death Certificates?

A: No.

Q: Would the state consider increasing the \$5 fee for replacements? I find them to be very time consuming.

A: No, the fee amount is set by the State.

Q: Are we not sending voided Intaglio to David Tyner anymore?

A: Send the numbers for voided Intaglio paper to CHS.VitalRecords@dhsosha.state.or.us

Q: For Non-Eligible persons, will they need to prove how they are related to the eligible person.

A: Non-eligible persons would need to present a notarized document from an eligible person granting them access to the record.

Q: Are foster parents eligible to order a birth certificate? Would they also bring in their court order? Would foster parents be eligible if DHS (the State) is actually the guardian?

A: Yes. If the foster parents are not listed on the record bring orders/guardianship paperwork to confirm relationship to registrant. Same if DHS is the guardian.

Q: Can the intaglio number scanner be ordered from the State?

A: No, the state doesn't have scanners for order.

Q: When processing a certificate and you need to exit, what is the best way to escape without voiding the intaglio numbers.

A: You can logout of OVERS.

Q: One of the most popular questions we get with Death Certificates from patrons is "Do I need the long or short form." Is there a list of common reasons why you would need one vs the other?

A: The long form death record includes the manner of death, cause of death or any of the medical information entered on the record. The long form may be needed for some insurance claims.

Q: Why isn't fathers name before marriage a possibility on a birth certificate since some dads change their name when they marry?

A: "Name before marriage" was formerly "Maiden name", which was changed to reflect gender neutrality. Historically this has not been done for fathers so there's no field.

Q: Some birth records I've seen have parent/parent, not Mother/Father when it's not a same sex couple, is that acceptable?

A: Yes, the parents can request either a Mother/Father format or a Parent/Parent format for the birth certificate.

Q: What do we do if people or funeral home claim that they did not receive their certificate in the mail.

A: The state waits 10 working days weeks before issuing a replacement. Make sure to note this in the comments.