

How to Complete the FH Charge Account Electronic Death Certificate Application

This instruction is solely for funeral home (FH) partners who maintain a charge account with the Maricopa County Department of Public Health (MCDPH) Office of Vital Registration (OVR).

This process includes the use of the new funeral home electronic death certificate application. This electronic application will allow FH partners to directly complete the application online instead of faxing a paper copy to MCDPH OVR.

MCDPH OVR will be providing the death certificate application link. FH partners will download the link and save it to their desktop or favorites for future use.

Data Entry Process

To begin the process, click on the link

<http://www.maricopa.gov/4571/Funeral-Home-Charge-Account-Application> to open the electronic format of the death certificate application. You can save this link to your favorites or set up a desktop icon.

The **Today's Date** & the **Application Number** will auto populate when starting a new application.

Each application will have a unique application number. This number will be used as a reference to check the status of the submitted application, if necessary.

A red asterisk * means that the field is required.

Number of Copies Requested & Amount Due

1. **Certificate type field:** Select death, fetal death or stillbirth using the dropdown arrow.
2. **Amended copy field:** Select "YES" only if the record has been amended and you are choosing to pay for the amended certificate on behalf of the family.
3. **Quantity field:** Enter the total number of death certificates requested. The total cost field will auto populate – double check that the total is correct.
Death certificates = \$20 each; Amended copy = \$30 (additional copies thereafter are \$20)
4. **Copies to be used for a Government Claim field:** If requesting a "for government use only" copy, select "YES" and then select which type (SSA, VA, or Both). If you select SSA or both, the decedent's social security number is required. (Click in the blank spaces of the application to bring up the appropriate fields).

Deceased Information

5. **Decedent Name field:** In the name fields, enter the decedent's first name, middle (if known), last name, and suffix (if applicable) **as it appears on the death record**.
6. **Sex:** Select the appropriate sex of the decedent using the dropdown arrow.
7. **Date of Death:** Enter the date of death using the popup calendar or entering the date manually (m/d/yyyy or mm/dd/yyyy).
8. **Date of Birth:** Enter the date of birth using the popup calendar or entering the date manually (m/d/yyyy or mm/dd/yyyy).

9. **County of Death:** The County of death is defaulted to **Maricopa** County. If the death occurred in another county, delete the text and enter the name of the appropriate county (*Note: Prior approval from the County OVR of event is required*).

Applicant Information

10. **Applying on behalf of:** Enter the full name of whom you are applying on behalf of.
11. **Relationship to Deceased:** Select the relationship to the deceased using the dropdown arrow; if the relationship is responsible person, enter the specific relationship based on Arizona Rule.
12. **Special requests:** Use the dropdown arrow to select issue with cause, issue with pending, additional request, shipper, expedite, or other. You can use the free text box to the right to enter additional information. If you select shipper or expedite, you will be prompted to call Maricopa County.

Supporting Documents

13. If you have supporting documents that are pertinent to the application, attach them using the “Attach” button and only **PDF files** can be uploaded.

Funeral Home Information

14. **Funeral Home Name field:** Select the appropriate funeral home using the dropdown arrow or begin typing the name and select the correct option.
15. **Funeral Director’s Name:** Enter the full name of the funeral director.
16. **License Number:** Enter the license number (including the alpha).
17. **Email Address:** Enter the email address where the confirmation notification will be sent. It is required to verify the email address by typing the email address for a second time.
18. **Funeral director’s signature:** The funeral director **MUST** sign on the signature field.
 - To sign the application, the funeral director may use the mouse or a stylus if they are using a tablet or a touch screen monitor. After signing, click **Apply Signature**, and the signature will populate on the signature field. To re-do the signature, click the “Clear” button and re-sign.
 - Ensure that the funeral director’s signature matches the signature on file.
 - Note that application cannot be saved. The application may stay open and it will not timeout while waiting for the funeral director to sign.
19. Print the completed application for your file before clicking on the submit button. To print, click **File** on your toolbar, then select **Print**. The document will print in 2 pages.

Submit

20. Once these fields are complete, click the “**Submit**” button. A message box “Saving Form “will appear.
21. A message will also prompt the user to complete another application. Click Yes or No. When selecting yes, it will refresh the screen and will open a new blank application.
22. A notification will be sent confirming receipt of the application request to the email address indicated on the application. The email will contain the funeral director’s name, funeral home name, unique application number, and last name of the decedent.

Things to Remember:

- If you have made a mistake on the application, you can use the “**Clear All**” button at the top of the application, located near the Today’s Date field.
- If you have not completed all the required fields, you will receive an error indicating that you need to scroll through the document and find the error highlighted in **red**. To fix the error, make the correction and click submit again.

ANY QUESTIONS?

Please contact Partner Financial Services at **602-372-0535**.