MAVRIC Electronic Death Registration System
Frequently asked Questions (FAQ)
Updated April 22, 2025

Linked Table of Contents

MAVRIC Account and Access

- **How do I enroll in MAVRIC to complete my workflow electronically?**
  If you have been active in VIP since July 1, 2022, your profile will be automatically migrated to MAVRIC. Unlike VIP, MAVRIC does not use the Virtual Gateway to access the system. However, ALL MAVRIC users must have a MyMassGov account to access the system. If you currently access VIP using the "Business Log In" for Virtual Gateway, you will use that email and password to access MAVRIC. An instruction guide with more information will be available at MAVRIC go live.

  For those not using VIP since July 1, 2022, or who are completely new to electronic death registrations, a second instruction guide on setting up a new account and MAVRIC profile will also be available at MAVRIC go live.

  See **MAVRIC Enrollment FAQs** for more information.

- **Will each user need an individual password to access MAVRIC, or can we have a facility password for everyone?** Each individual user will need to create their own MAVRIC credentials for security purposes.

- **I work for three different facilities. Do I need a separate account for each?** No, you don't need separate accounts. You can have multiple offices associated with the same username. Remember, each time you log in to MAVRIC, it is important to select the office for which you are creating and signing the record.

- **Will I be able to log in to MAVRIC from any device?** Yes. Enrollees can log in to MAVRIC using any device connected to the internet, such as a laptop, tablet, or internet-accessible mobile phone. MAVRIC will work with Windows, Mac OS, and other major operating systems for PCs, laptops, and mobile devices.

MAVRIC Features

- **How far back can we search death records in MAVRIC?** Records in MAVRIC will go back to September 2014. You need to contact RVRS for access to records prior to this.

- **Can researchers access the database in MAVRIC to check death records for participants?**
  There is no public access to death records in MAVRIC. However, researchers are welcome to visit RVRS in person to search for records. For information, visit: Learn about conducting genealogical research | Mass.gov.

- **Will MAVRIC have a way to search for established users in the system to message?** Yes. MAVRIC has a messaging feature, including system messages and email, that includes the ability to search for specific users, allowing for easy accessibility.

- **How robust is the MAVRIC record search capacity?** MAVRIC has a very robust search capacity. The user will be able to search by incorporating additional parameters such as names of family members, informant, funeral director, medical certifier, and the clerk/registrar who registered the record. Another feature is the system's capability to automatically search against AKA (also known as) entries when looking for a death record using the decedent's name, increasing the likelihood of finding a match.

- **Can a hospital search the database to obtain required information necessary to report a death to UNOS (United Organ Network Sharing)?** The hospital will be able to locate records that are "owned" by their facility. If it is a death that the hospital has certified, they can look for records to report a death. However, they cannot do a blanket search of all deaths in the MAVRIC database; they can only look for and view their own death registrations.

- **Will I be required to go into messages daily before I go into life events to complete a case?** No. However, it would be a good habit. In addition to these messages waiting in the system, users will also receive an email about them.

- **Who can start and edit a death record?** Enrolled users of the following types may start and edit a record in MAVRIC: RN/NP/PA pronouncers, funeral directors and staff, medical certifiers and medical facility staff, and the Office of the Chief Medical Examiner. In the rare instance where there is no funeral director associated with the record, the city/town clerk can start a death record.

- **Will the fax attestation be available if a medical certifier is not enrolled in MAVRIC?** The fax attestation will be replaced with a new process, the non-electronic attestation for instances where a medical certifier is unable to access the system. Funeral directors and medical facility staff will still be able to complete records for medical certifiers, and a medical certifier must still review the completed record and certify it. This process in MAVRIC is referred to as "non-electronic attestation." In MAVRIC, **faxing is replaced with email** between funeral homes and medical facilities enabled through the non-electronic attestation process. MAVRIC includes built-in email functionality to support this transition, so users can seamlessly send and receive information.

- **Is the non-electronic attestation the new equivalent of fax attestation?** Yes. We will no longer use faxing. Instead, you will transmit forms through the system via email (or hand delivery). Once you receive the completed document, you will scan and upload it directly into MAVRIC as an attachment on the record.

- **New How do I attach a document in MAVRIC?** The MAVRIC application allows for documents to be uploaded into the system as an attachment versus faxing in the VIP system. For instance, in non-electronic certification, a form is emailed to the certifying provider, filled out and signed and can be scanned and added to the record. The attachments link is located in the "Death Registration" menu below the "Other Links" section and can be used by the medical facility staff or the funeral director to attach documents to the death record.

- **How will MAVRIC communicate that a death record needs attention?** For users enrolled in MAVRIC, the system will send them a notification (via email and via the internal message feature) when a case is assigned to them. A user can also monitor their work queues periodically for cases that need attention.

- **Will the same records I started in VIP be available in MAVRIC once it goes live?** Only registered VIP records will migrate into MAVRIC. Migration includes registered records that go back to 2014.

- **Is the "Business Registration Number" a required field?** The business registration number can be used to locate a facility, but it is not required. If a facility has a business registration number on file in MAVRIC, once the facility is selected, the number will auto-populate on the page.

- **New Do we need to capitalize our entries in MAVRIC?** No, full capitalization is not required by MAVRIC. Data entered into the system should follow standard capitalization rules.

FOR BURIAL AGENTS

- **New For opt-in communities, do burial agents still need to take action and approve records?** Yes, similar to VIP, burial agents for opt-in communities will still need to review and approve before the record advances to the city/town clerk for registration. This includes checking for non-electronic attestation attachments and reviewing the record for accuracy and completeness.

- **Will burial agents continue to assign burial permit numbers manually – and can a burial permit still be printed?** The burial permit number will be auto-assigned by the system and no longer completed manually. The auto assignment numbering sequence will be a 2-digit year + 3-digit town code + 6-digit incrementing sequence. The sequence numbering will reset at the start of each calendar year, improving workflow, and reducing steps needed. However, burial agents will be able to continue manually assigning burial permit numbers if desired. Burial permits will be able to be printed at any time once the permit number is assigned.

- **Will death registration process/workflow remain the same whether you are an "opt-in" or "opt-out" community?** Regardless of opt-in status, the burial agent must review and approve the death record, check the non-electronic attestation for accuracy, check the disposition address for accuracy, and check the cause of death to assure completeness.

- **What if a burial permit is rejected? Who does it go back to?** This depends on which section of the record is rejected by the burial agent. For the personal section, the user who completed the personal section will be notified via the internal messaging system stating that a rejected record is back in their assigned work queue. They can then review the information and update as needed. Similarly, if it involves the medical section, the medical certifier who has completed the medical section will be notified via internal message. The rejected record will be in their assigned work queue, and they must update, verify, and send it back to burial agent for review.

- **Is it possible to search for old burial permits in MAVRIC?** Records in MAVRIC will go back to September 2014. Burial permits attached to those records will be in the new system. However, permits from records before September 2014 will be on paper as they are now. If you are a burial agent, please hold on to any paper permits you have, as this may be the only evidence that they were issued.

FOR CITY/TOWN CLERKS

- **New Will the occurrence and residence clerks still register the death record**? In MAVRIC, registration is a single step process, and only the occurrence clerk has to register the record. Once registered, the state file number is automatically assigned, and the residence clerk is notified.

- **New How do we print an archival copy and/or a certified death record in MAVRIC?** Once the record is registered in MAVRIC the archival copy and certified death record are available for printing by selecting 'Print Forms' from the left-hand menu of the MAVRIC screen.

- **New For a medical amendment started by the medical certifier or medical facility staff, why would a town clerk reject the medical section?** If the amendment includes misspellings or an incorrect attestation, the clerk will reject the medical portion of the record so it can be corrected.

- **New What should we do each day to see if there are any new deaths to be registered?** Log in to MAVRIC and check your work queues or look for messages of any new actions needed.

- **New What does "keyed" mean?**
  Keyed applies to amendments that have been started but not completed or affirmed by the user.

- **Can a clerk who also serves as a burial agent have the same login information?** Yes. A city or town clerk also serving as a burial agent can complete tasks for each role using the same email and password to log in to MAVRIC. To switch roles within MAVRIC, you must log out as one role, then log back in and select your other role.

- **Will there be a "not working with a funeral home" option for city/town clerks when creating a new death case?** Yes. This special designee option will be available shortly after MAVRIC goes live.

- **What if we don't know the city/town clerk's name? How can we search for them?** You will be able to use the identifiers page, which will show the name of the town clerk.

- **What is the assignment of an AE volume and page under the registration of amendments?** Volume and page number fields are used to track the filing information at RVRS for records when they are archived. This is only applicable to state users and system assigned at the point of registration by clerks.

FOR FUNERAL DIRECTORS AND STAFF

- **New How do I know whether the medical certifier is on or offline in MAVRIC?** There is a straightforward process to find whether a certifier electronically certifies medical information or uses the non-electronic attestation process. The steps are included in [Determine if a Medical Certifier is Online or Offline](#) located in your training plan in the TRAIN Massachusetts platform.

- **New If a hospital is signing the death certificate, does the attestation automatically show up as an attachment, or are we still attaching it?** If medical facility staff are entering in the medical information and certifying the record on behalf of an off-line certifier, they will attach the attestation to the record. Note: The attachments link is located in the "Other Links" section of the death registration menu.

- **Will a notification to the funeral home happen during off hours, e.g., if a pronouncement of a hospice patient is completed at 3:00 a.m., will the funeral home be notified right away?** Yes. As soon as the pronouncement is complete, the funeral home is notified via internal messaging and external email communication even if this is outside business hours. Pronouncers may choose to also call the funeral home depending on the time and location of the death.

- **Will the contact information of the funeral home director auto populate when we enter a funeral home name?** If there is only ONE Type 3 funeral director associated with the funeral home, their details should be automatically assigned. Otherwise, the user will have to select the appropriate funeral director name associated with that funeral home.

- **Can the decedent's "Place of Birth" be a city/town "neighborhood" or "village"?** No. For the decedent's place of birth, the user must select one of the 351 cities or towns in Massachusetts. If the user types in an invalid entry, they will get a validation error saying the birthplace city/town is not valid.

- **When MAVRIC goes live will there be a change to the current cemetery/crematory workflow?** No. The workflow will be the same. In MAVRIC, funeral homes will be able to print the burial permit and still need to provide it to the cemetery.

- **As office managers, we enter all the information into the system. Do our funeral directors need to have their own credentials to certify the record?** To affirm the record, all funeral directors will be required to have their own credentials.

- **How will a funeral director know a case has been assigned to them by an RN/NP/PA pronouncer?** Once the funeral home is selected from the dropdown menu or added to the electronic record, MAVRIC will alert the funeral home electronically, by email and by the internal message feature, enabling them to locate the record and make plans to pick up the deceased. If the funeral home is not the correct one, the funeral home will not claim the record and the correct funeral home may do so.

- **Assuming the medical certifier is set up in MAVRIC, can a funeral director send a record to the provider to certify through MAVRIC?** Yes, the funeral director can assign the record to a medical certifier through the system. The certifier will receive a notification via email and via the internal message feature.

- **Can funeral directors abandon records in MAVRIC, as is possible in VIP?** Yes, this is possible. The Funeral Director Instruction Guide, located in your training plan in the TRAIN Massachusetts platform, offers a step-by-step process to guide you in completing all the tasks. Funeral directors can abandon a record to create a new record, relinquish a record so that another funeral home can pick it up, and transfer cases to another funeral home in MAVRIC.

- **Can funeral directors view or access death records owned by other funeral homes?** If a funeral home owns a case, no other funeral home can view or access the case until the current funeral home transfers or relinquishes ownership.

- **New Does the social security number of the decedent need to be verified, or does this happen automatically?** You will need to verify the social security number by clicking on the "Verify SSN" link on the Decedent Page.

- **How do I know when a record is released to a burial agent?** A record is automatically released and assigned to the burial agent after the medical information has been certified by the medical certifier and the personal information affirmed and signed by the funeral director. Confirmation of this can be made when looking at the status bar at the top of the record in which "Personal Valid/Medical Valid/Not Registered/Signed/Certified/**Burial Permit Pending**" will be listed.

- **Will funeral directors no longer be able to print the burial permit? Do cemeteries need access to MAVRIC for the permit**? Cemeterians will not be using MAVRIC when it launches. For funeral directors, it is much easier to print burial permits in MAVRIC than in VIP.

- **If a decedent was born a male, but considered themselves a female at time of death, which do we report?** This would be up to the decedent and their family. It is important to respect the individual decedent's gender identity and report it accordingly.

- **What is the process to print a burial permit for the "opt-in" community?** The funeral director and staff should be able to print the burial permit once the personal information has been signed and the medical information has been certified.

- **What is the process to print a burial permit for the "opt-out" community?**
  The burial agent must approve the record before the funeral director and staff can print the burial permit. Opt-out communities must also add a date to the field "Enter the date on which you anticipate the burial permit payment will be made. (If not known, enter today's date.)" on the Disposition page for the permit to print.

- **Can funeral homes designate a general email inbox for their facility so that all MAVRIC users at that location can access signed document?** The email address is the email that the form is being sent to. This should be the email address of the non-electronic certifiers. We do not have the ability to set up a facility-wide email address that all correspondence would be sent to.

- **What is the purpose of the new decedent attributes question? Will these questions/answers appear on the final death certificate?** The three new questions are health equity/vulnerability indicators which we have added to the death certificate, helping the MA Department of Public Health (MDPH) monitor the health of vulnerable populations. This will be printed on the death certificate, as we are required to print all information collected.

- **Who is the most qualified to answer the new decedent attributes?** These would best be answered by the family of the decedent, because not all disabilities are visual to the certifier. The family of the decedent knows what challenges the decedent may have dealt with.

FOR MEDICAL CERTIFIERS

- **Who is a medical certifier?** A medical certifier is a licensed healthcare professional that includes physicians (MDs and DOs), physician assistants, and nurse practitioners.

- **New** **What if I'm on vacation, how will a covering provider know to look? Can my nurse be notified about death certification setting in the queue?** Death records will be in a queue that are assigned to your facility, and other medical certifiers in your practice who are also using MAVRIC will be able to access. Therefore, just like when you go on vacation now and let your colleagues know to cover for you, they can go into the queue and certify the record.

- **Can medical certifiers enroll in MAVRIC to complete their respective processes electronically?** MAVRIC will be the primary system for the creation of a death certificate. The process of enrollment is fast, entry of information is easy, and better quality and timeliness will result from the one-step electronic process. RVRS is strongly encouraging all medical certifiers to use MAVRIC to electronically certify a death record. See **MAVRIC Enrollment FAQs** for more information.

- **What happens if a death certificate is sent to the wrong doctor?** If this happens, there will be an option to "relinquish" the case, meaning the facility is no longer responsible for the case. After you select the relinquish option, you will then be able to select the correct doctor.

- **I have already been assigned as a certifier by the funeral home. Am I expected to enter a new case as a certifier?** No, since the case has been assigned to a medical certifier, you will receive an email and message notification to take on and verify the case.

- **If the approximate interval onset for death is unknown, can we leave it blank?** Yes. You will continue with the record and certify it if the approximate interval onset for death is unknown. After completion, you update case status to "medically valid with exception."

- **Is the medical record number mandatory under "place of death?"** No. This field can be left blank.

- **Can a medical certifier certify a record without funeral home/funeral director added to the record? This is often not known at the time of death.** Yes. This information can be added later.

- **Once a medical certifier certifies a record in MAVRIC, can it still be fixed/amended?** Yes. If a medical certifier has certified a record in MAVRIC, they can un-certify the same to make any edits and re-certify the record. This is the case only if it hasn't been released to the burial agent for a disposition permit and subsequently, to the city/town clerk's office for registration. Once the record has been registered, the certifier must submit an amendment to modify the medical information.

- **Is it possible to edit a doctor's contact information in MAVRIC if it is incorrect?** No. If any corrections are needed, contact RVRSAccounts@mass.gov and RVRS will facilitate the change.

- **In VIP, medical certifiers would get a call from a funeral home. How does this work in MAVRIC?** In MAVRIC, if the funeral director creates a record, the case can be assigned to a medical certifier. The medical certifier is then notified via an email and via the internal message feature in MAVRIC to pick up the case and certify it.

- **Under "Cause of Death," would it be sufficient to include only the main reason for death, for example, "heart attack?" Do we need to include specific details of the cause of death?** The most robust causes of death are always the most preferable. The RVRS mortality database is used by the medical community, and they rely on detailed sequence of death and contributing conditions. In this case, it is important to include details around cause of death.

- **How does a medical certifier access death records for one hospital if they are logged in under another hospital?** The medical certifier must select the appropriate facility to access the death record. If a death occurred at Hospital A and the certifier is logged in at Hospital B, the certifier can only access death records for Hospital B. To access records for Hospital A, the certifier would log out, then log back in and select their other facility.

- **In MAVRIC, must medical certifiers provide a written affidavit to the city/town clerks to support amendments?** No. In MAVRIC, this is an electronic process. Medical certifiers will be able to add the amendment on their own. The responsible clerk will be notified in their messages.

- **If there is a spelling error on the attestation, can I un-certify the record, and have the doctor sign and recertify?** Yes, if the record has not yet been registered, medical facility staff would need to un-certify, make the correction, and resend the attestation form to the offline certifier for review and signature. But if the record is already registered, it must go through the amendment process.

- **What information does an NP/PA need to certify a record?** The process will be the same workflow as in VIP. An NP/PA must enter the information of the associated physician which is an MD or DO to enable them to certify a record.

- **What is the medical certifier responsible for in MAVRIC?** Medical certifiers can initiate the death certificate process. A medical certifier is primarily responsible for documenting and certifying the decedent's medical portion of the death certificate.

- **The facility affiliation information was not compiled when certifiers registered for VIP. How will the facility affiliation information be compiled in MAVRIC?** In MAVRIC, medical certifiers will be associated directly with the facility they work with or at. We matched the certifiers (that will be migrated as users from VIP to MAVRIC) based on death records they certified and the place of death. For example, if Dr. A certified deaths in VIP for Brigham & Women's and Mass General, those would be the associations.

- **What is the time frame for certifiers to certify a death certificate?** We strongly recommend certifying the death certificate in a timely manner, but there is no specific time span enforced.

OFFICE OF THE CHIEF MEDICAL EXAMINER

- **Will MAVRIC provide an alert to the user when the cause of death being entered needs to be referred to the medical examiner's office?** Anything other than a natural manner of death must be certified by the medical examiner including accidents, homicides, suicides, etc. A nonmedical examiner user will not be able to enter any type other than natural. Situations surrounding natural deaths such as a heart attack on public transportation would require a medical examiner referral, usually done by the hospital.

- **Who is authorized to complete the time of death modifier on the death record?** Only the medical examiners' office will be able to complete the time and date of death modifiers.

- **Can a medical examiner's office indicate in MAVRIC that they will assume responsibility for disposition of a body?** Yes, a medical examiner's office can indicate they are taking the case.

FOR RN/NP/PA PRONOUNCERS

- **New Can I still call the funeral home? What if the pronouncement occurs off-hours in a residence?** Once the pronouncement is made in MAVRIC, you may still follow your protocol to call the funeral home in instances where the death occurs off hours and pick up needs to be arranged quickly.

- **New Can I still call the medical examiner?** Continue your normal protocol including contacting the medical examiner if that is part of your process. Select the Comment function from the left-hand menu on the MAVRIC screen and make a note of the time and reason for your call. In addition, edit the message to the funeral home to include this information.

- **New Can a funeral home go into the record and add their information after the pronouncement?** Yes, the funeral director will go into the decedent record and enter necessary information.

- **New Once you do the pronouncement and there is some unknown information, how will we know any additional details are needed?** If a data partner requires more information from you, they can use the internal messaging feature, and you will get an email notification.

- **Can the electronic pronouncement form be populated by medical facility staff, or does it need to be done by the pronouncer?** If the medical facility staff is an authorized RN/NP/PA pronouncer, they can complete the data entry portion and affirm the pronouncer information. A medical certifier can later go into the record and certify the medical section.

- **Will RN, NP and PA pronouncer information be accessible in the system?** Once a pronouncer establishes a MAVRIC account, for any enrolled pronouncer logged into MAVRIC and starting a record, their name, title, phone number, etc., will populate in the pronouncer information section. This will save time and eliminate the need for data entry of routine information. The system will also provide all licensed agencies, facilities, and funeral homes' information.

- **What if the funeral home is unknown when the pronouncement is entered in MAVRIC?** The funeral home entry can be left blank; however, the record does not electronically notify a funeral home until this information is provided. MAVRIC will provide a dropdown menu of funeral homes but selecting the funeral home does not assign that funeral home to a record until the funeral home "claims" the record.

- **How does the pronouncement electronic form differ from the paper form used now?** The electronic form is a simplified version of the paper form. It still requires the same information, such as date and time pronounced, selection of facility, funeral home, and physician/medical certifier notified. Routine information about the pronouncer is pre-populated upon log in and does not need to be data entered.

- **The online RN, NP, or PA pronouncement provides the option to un-pronounce a record. Who has the authority to un-pronounce a pronouncement?** Only pronouncers that started a case can pronounce and un-pronounce.

- **What if the date of death differs from the date of the pronouncement? For example, if the decedent's time of death is 12:00 am, but the pronouncer arrives after 12:00 am?** In the case where a person dies late one day and is pronounced the next day, the date of death is the date of pronouncement. Follow your current protocol for listing date of death.

- **If a death occurs at a patient's home, what would we choose as the location?** There will be a dropdown option to choose "decedent residence."

OTHER VITAL EVENTS AND MAVRIC

- **I understand that birth registrations won't be part of MAVRIC until 2026. Will we still use VIP to register births and MAVRIC to register deaths?** Yes. While the MAVRIC electronic death registration system launches in 2025, the **birth** registration module is planned for 2026. This means that births data and registration partners will continue to use the VIP platform for all birth registrations. As we near the launch of MAVRIC for births, training and system enrollment information will be available.

- **What about fetal death certificates, will they become electronic?** Yes. Fetal deaths are being implemented in MAVRIC and will become electronic in 2026.

- **Will city/town clerks be able to use MAVRIC to record and register a marriage record?** Yes. The electronic marriage module will be implemented in 2026.

- **Will neonatologists be expected to create a neonatal death certificate in MAVRIC?** This depends on the hospital's policies. Not all hospitals have the same group of staff who work on infant deaths' certification. If hospitals require that birth registrars log in and complete deaths, then they will be included in the electronic death registration process in MAVRIC.

- **Will cemeterians utilize MAVRIC to certify dispositions?** No. Cemeterians will not be using MAVRIC when it launches. The cemeterian's role will be added to a future release of MAVRIC. More information will follow once we have a timeline.

   For additional questions regarding MAVRIC death registration system, contact:
   RVRSCommunications@mass.gov

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