



REGISTRY OF VITAL RECORDS AND STATISTICS (RVRS)

Department of Public Health

MAVRIC Electronic Death Registration System Frequently asked Questions (FAQ)

Updated April 19 2024

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 in MAVRIC. You'll use the same name and email you used in VIP to connect to your profile in MAVRIC. You'll need to set up a new password. If you have **not** been active in VIP since July 1, 2022, you'll need to complete the MAVRIC enrollment after launch. This is a very simple process with no need to set up an account with the Virtual Gateway or upload any documents. We will provide information about self-enrollment closer to the MAVRIC launch.

- **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.

- **Will medical certifiers be required to register with MAVRIC?** We strongly encourage all medical certifiers to register with MAVRIC to electronically complete their step of the process. RVRS is working closely with medical certifiers to set up an account in MAVRIC and receive the required training.

- **Can a clerk who also serves as a burial agent have the same login information?** Yes. A city/town clerk also serving as a burial agent can complete tasks for each role using the same login information.

- **Will I be able to use a desk phone to complete the 2-factor authentication to access my account?** No. A cell phone will be needed to complete your authentication.

- **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, it is important to select the office for which you are creating and signing the record.

MAVRIC Features

- **NEW: 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 more information, please visit: [Learn about conducting genealogical research | Mass.gov](#).
- **NEW: 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.
- **NEW: 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.
- **NEW: Will a notification to the funeral home happen during off hours? For example, if a pronouncement of a hospice patient is completed at 3:00 a.m., will the funeral home get the message in a timely manner?** 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.
- **NEW: Who is a medical certifier?** A medical certifier is a licensed healthcare professional that includes physicians (MDs, and DOs), physicians’ assistants, and nurse practitioners.
- **NEW: If a nurse enters a physician’s name as the medical certifier when they pronounce the patient, can another MD covering for that physician then go in and certify the death?** Yes. Any MD in that facility will be able to go in and certify the death. The case does not need to be picked up by the same physician.
- **NEW: How should the covering medical certifier complete their part? Should they remove the MD name entered by the pronouncing nurse and enter their own name?** The MD's name doesn't require removal; it is already documented on the pronouncement page in the system. When the medical certifier certifies a death, their name is displayed on the certifier page. The physician name is determined by the chosen facility logged into MAVRIC and can be manually entered during death certification.

- **NEW: Will there be a “not working with a funeral home” option for city clerks when they create a new death case?** Yes. This special designee option will be available shortly after MAVRIC goes live.
- **NEW: 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.
- **Will I be able to log in to MAVRIC from any device?** Yes. Enrollees can log into 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.
- **Will MAVRIC have a way to search for established users in the system to message?** Yes. MAVRIC will have 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 delve deep 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.
- **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.
- **Will death registration process/workflow remain the same whether you are an “opt-in” or “opt-out” community?** Like VIP, MAVRIC will be set up to serve both the “opt-in burial agent community” and the “opt-out burial agent community.” Based on which community you are assigned to, you will follow that respective workflow process for completing, approving, printing, assigning, and releasing a permit.
- **Will the contact information of the director of the funeral home 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 is not valid.
- **What if the approximate interval onset for death is unknown? Can we leave it blank?** Yes. You will still be able to continue with the record and certify it if the approximate interval onset for death is unknown. After completing the record, you update the case status to "medically valid with exception."
- **Will cemeterians utilize MAVRIC to certify dispositions?** No. Cemeterians will not have access to MAVRIC when the system is expected to go live. The cemetery's role will be added to a future release of MAVRIC. More information will follow once we have a timeline.
- **When MAVRIC is expected to go 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.
- **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 non-medical 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.
- **What if we don't know the 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.
- **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.
- **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 and you will receive an email and message notification to take on and verify the case.

MAVRIC Functionality Specifics

- **Who can start and edit a death record?** Enrolled users of the following types may start a record in MAVRIC: RN/N/PA pronouncers, funeral directors and users, medical certifiers and facility users, and the Office of the Chief Medical Examiner.
- **How will a funeral home 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 system notification, enabling them to locate the record and make plans to pick up the deceased. If the funeral home is not correct the correct one, the funeral home will not claim the record and the correct funeral home may do so.
- **Will medical certifiers be enrolled in MAVRIC to complete their respective processes electronically?** MAVRIC will be the primary system for the creation of a death certificate. The process for enrollment is fast, entry of information is easy, and better quality and timeliness will result from the one-step electronic process. RVRS will continue enrolling medical certifiers before the MAVRIC launch.
- **Assuming the medical certifier is set up in MAVRIC, can a funeral home director send a record to the provider to certify through MAVRIC?** Yes, the funeral home director can assign the record to a medical certifier through the system. The certifier will receive a notification in the system and an email.
- **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/Board of Health 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.
- **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. The funeral information can be added later.
- **Can funeral directors abandon records in MAVRIC, as is possible in VIP?** Yes, this is possible. Training materials will offer a step-by-step process that will guide you in completing all the tasks.

- **Can funeral directors from other agencies access their cases?** If a funeral home owns a case, no other funeral home can access the case until the current funeral home transfers or relinquishes ownership.
- **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.
- **As a hospitalist, can I complete a pronouncement and certification at the same time?** The "pronouncement" refers to the RN, NP, or PA pronouncement process. So, if you are the medical certifier, you will get all the fields necessary in one step. If a medical professional authorized to certify a death certificate (usually an MD/DO/NP/PA) is present at the time of death, you do not have to complete a pronouncement. Pronouncement is an option when a certifier is not available.
- **Will RN, NP and PA pronouncers' 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 credentials along with 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.
- **Will the fax attestation be available with MAVRIC 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 home 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 is referred to as the "non-electronic attestation process" in MAVRIC. 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 another manner, i.e., hand delivery). Once you receive the completed document, you upload it directly into MAVRIC as an attachment on the record.
- **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.
- **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 the pronouncers that started a case can pronounce and un-pronounce.
- **Can the medical examiner's office indicate in MAVRIC that they will assume responsibility for the disposition of a body?** Yes, the medical examiner's office can indicate that they are taking the case over.
- **Is it possible to edit a doctor's contact information in the MAVRIC system 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 the 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 select "change office."

- **In MAVRIC, must medical certifiers provide a written affidavit from the physician to the town offices 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.
- **How will MAVRIC communicate that a death record needs attention?** For users enrolled in MAVRIC, the system will send them a notification (via email if opted in, or via the application) 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?** We will only be migrating registered VIP records into MAVRIC. Users will need to complete work in VIP. Please note, we're still working to confirm the timeline on how long you will have access to VIP.
- **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. If it pertains to the personal section, the user who has 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 receive notifications via the internal messaging system. The rejected record will be in their assigned work queue, and they will need to update, verify and send it back to burial agent for review.
- **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.
- **Does the social security number of the decedent need to be verified or does this happen automatically?** You'll need to verify the social security number, similar to what was done in VIP.

- **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.
- **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 a.m., but the pronouncer arrives after 12:00 a.m.?** In this case, only the time of death that is verified by the certifier will be considered.
- **If a death occurs at a patient’s home, what would we choose at the location?** There will be a dropdown option to choose “decedent residence.”
- **Will funeral homes 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 will be 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.
- **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’re working with or at. We matched the certifiers (that’ll be migrated as users) based on the death records they certified and the place of death. For example, if Dr. AB certified deaths in VIP for Brigham & Women’s and Mass General, those would be the associations.
- **What is the process to print a burial permit, specifically for the “opt-in” community?** **Currently, there is a message that states, “must be signed/certified and have a paid order.”** Opt-in communities should not have to enter an “outside payment received date” on the disposition page. Opt-out communities will need to enter the date to enable the burial permit. This has been reconfigured and the “must be signed/certified and have a paid order” should not appear.
- **Can funeral homes designate a general e-mail 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 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.

- **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 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.

Other vital events and MAVRIC

- **I understand that birth registrations won't be part of MAVRIC until 2025. Will we still use VIP to register births and MAVRIC to register deaths?** Yes. The MAVRIC electronic death registration system launches. The **birth** registration module is planned for 2025. 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 in 2025, 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 2025.
- **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 2025.
- **Will neonatologists be expected to create a neonatal death certificate?** 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.