

# THE *vital* CONNECTION

Connecting Vital Records Partners Across Georgia

November 2015

MARRIAGE

VITAL RECORDS



## CONSTITUENT'S CORNER

# ROVER

### GETS AN UPGRADE

The Request Official Vital Event Record, more commonly known as ROVER, has been upgraded to 2.0. ROVER is the State's online system for customers who wish to order birth and death certificates online through Georgia Technology Authority (GTA). The system is easily accessible with internet connection, a convenience that many customers enjoy. But ROVER's accessibility is just one of many benefits for customers. Additional benefits for customers and to Vital Records include:

1. Customers will be able to submit required ID with their order, reducing the number of orders received that we are not able to process because we did not receive an ID or the one submitted is not legible enough to pair-up with the order.
2. Customers will be required to check a box indicating that the vital event they are seeking a record for occurred in the State of Georgia. In the current system it is possible to order and pay for a certificate for an event that did not occur in the State of Georgia.
3. Customers will be required to include the city and county to help locate the record faster.
4. Customers will be required to include parent names, including mother's maiden name to ensure that the located certificate is the right one.
5. If the required information is not provided, customers will not be able to submit a request, eliminating the deposit of funds and inability to process the order.

These and other features will help Vital Records respond faster, more efficiently to our online customers. Currently, 90% of online orders that are not processed within 3 to 5 days is because we did not receive an ID or again could not determine to which order the ID belonged.

## Georgia Death Module Best Practices for Funeral Homes

### Best Practice- DECEDENT'S SOCIAL SECURITY NUMBER

The Best Practice when completing a death record in the GAVERS Death Module is to secure a current copy of the decedent's Social Security Card before initiating the process in GAVERS. On most occasions, the Social Security Card will have the decedent's proper name and correct SSN.

A failed message with a social security number (SSN) in GAVERS does not mean that you cannot proceed with entering the record. The message simply informs you that one or more items failed in the verification process with the SSN. If you receive a failure message, **please proceed with the record based on the name and SSN information you have available for the decedent.**

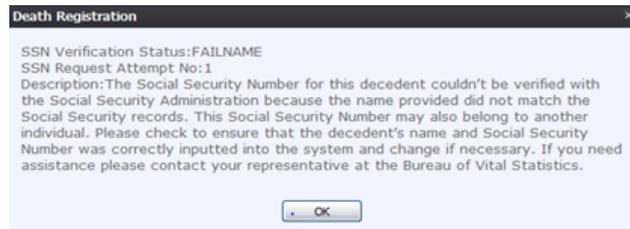
Again, please process the death record in GAVERS. In addition, notify the Social Security Administration of the death by submitting [Form 721 \(https://www.socialsecurity.gov/forms/ssa-721.pdf\)](https://www.socialsecurity.gov/forms/ssa-721.pdf), and contact the State Office of Vital Records via the "Report GAVERS Issue(s)" link on the GAVERS homepage. Please see Technology Tip for step by step instructions.

## Technology Tip:

Vital Records Operations Support continues to get many inquiries regarding social security information needed to complete a death certificate. Users often receive system error messages indicating that the record couldn't be verified due to a missing component such as a name mismatch. Although the Social Security Number is a required field, the confusing but good news is that you may select another option should you not have this information. You will be presented with a list of options if you click on the drop down arrow next to the social security field (Unknown, Pending, None or Not Obtainable are possible options).

When you save your record, one or more items may return a "failure" and it will be indicated in the dialog box. In the example below, the SSN Verification Status failed and returned a status of FAILNAME. Do not be too alarmed by this message, if you are certain that you have entered the social security number as provided by the informant. Again, this may be a bit confusing, but you can still proceed with the record by clicking "ok". Sometimes, the verification failure message is generated by the Social Security office system.

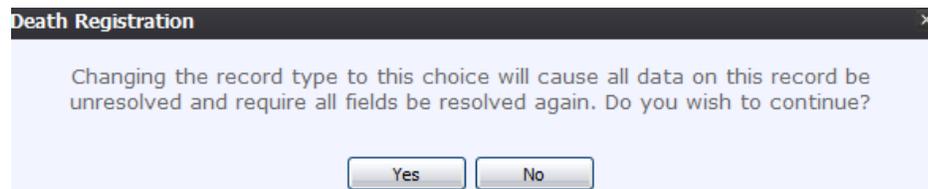
Note: Every time your record is saved, you will receive the SSN Verification Status Message.



### What should I do if I entered the wrong Social Security Number?

If the Social Security has been entered incorrectly, you can change it by following the steps listed below:

1. If the Record Type in Demographic 1 is "Identified" and SSN field is disabled, you will need to change the Record Type to "Unidentified". After you have changed the record type, you will receive the message listed below (if record type was "Unidentified, change it to "identified" and continue with step 2):



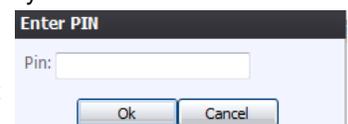
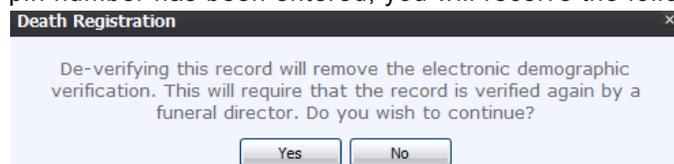
2. If you wish to continue, click ok and the SSN field will become enabled and the data previously entered will be deleted.

If the record has been verified and released to the county for registration, the user will not be able to make any changes to the record. The county would be responsible for making the changes.

What if the Social Security Number needs to be changed but is no longer owned by Funeral home or original record owner?

If a County Office receives a drop to paper record from the funeral home and the Social Security Number is incorrect, the County Office can change the SSN by following the listed steps:

1. Select the appropriate record from their Unresolved Work Queue.
2. All information will populate in their respective fields. Select Registration - De-verify.
3. After you De-verify, you will be prompted to enter your pin number.
4. Once your pin number has been entered, you will receive the following message:



5. Click YES to continue and the fields will become enabled for editing.
6. You will need to update the Funeral Service Licensee field (enter the funeral director's name) in Demographic 5 and tab through the date verified field in order to Release the record in GAVERS.
7. Proceed as normal to release the record.

## HIPPA and Death Certificates

Under Attorney General Official Opinion 2007-4, death certificates are indeed public records subject to disclosure under the Open Records Act (ORA). Such disclosure is not prohibited by HIPAA. Information related to the cause of death, conditions leading to the person's death, and information regarding surgical proceedings conducted on the deceased, if any, is not subject to the prohibitions of HIPAA. However, the social security number of the deceased should be redacted unless the requestor is a member of the news media who submits the appropriate affidavit and otherwise complies with the ORA in requesting that particular piece of information.

## Birth Record Ratings: The Top Facilities

Congratulations to the following medical facilities whose October ratings for timeliness and completeness have placed them in the top rankings in the state of Georgia. The scores were calculated using the new, stricter standards from NCHS.

Rank	Avg. Days to Register a Birth
<b>50 or Fewer Births</b>	
1. Dorminy Medical Center	1.7
2. Grady General Hospital	1.9
3. Irwin County Hospital	1.9
4. Liberty Regional Medical Center	1.3
5. Upson Regional Medical Center	2.5
6. Bacon County Hospital	2.2
7. Colquitt Medical Center	2.5
8. Memorial Hospital and Manor	2.9
9. Piedmont Newton Hospital	2.0
10. Tanner Medical Center Villa Rica	2.9
11. Wayne Memorial Hospital	1.8
<b>51 to 200 Births</b>	
1. Houston Medical Center	3.0
2. Mayo Clinic Health Systems In Waycross	1.7
3. Tift Regional Medical Center	1.7
4. Winn Army Community Hospital	3.3
5. West Georgia Health System	2.6
6. Phoebe Putney Memorial	3.7
7. Southeast Georgia Health System Glynn	1.9
8. Cartersville Medical Center	2.6
9. St. Francis Hospital	2.7
10. Piedmont Henry Hospital	4.7
<b>200 or More Births</b>	
1. Athens Regional Medical Center	4.4
2. Candler Hospital	2.8
3. Grady Health System	2.2
4. Medical Center of Central Georgia	2.4
5. Southern Regional Medical Center	2.2
6. Piedmont Hospital	3.4
7. Memorial Health University Medical Center	2.6
8. Piedmont Fayette Hospital	3.4
9. University Hospital Augusta	2.6
10. Atlanta Medical Center	4.1

## Contact Information

### Registrar/Director:

Donna L. Moore — 404-679-0559

### Deputy Director, Constituent Services:

Sheila Pierce — 404-679-4715

### Deputy Director, Record & Retention:

Gwendolyn Duffin — 404-679-4751

### Deputy Director,

### Program Administration:

Cynthia Buskey-Martin — 404-679-4732

### Constituent Services and Certification & Issuance:

Valarie Campbell, Manager —

404-679-4739

#### Walk-In

- Birth Certificates
- Death Certificates
- Marriage Verifications
- Divorce Verifications
- Pen in Hand

#### On-Line

- ROVER
- VitalChek
- Pen in Hand

### Operations Support: Robby

Braumuller, Manager —

404-679-4744

- ZOHO Reporting
- GAVERS State Employee Training
- GTA Ticketing
- Helpdesk
- UAT Testing

### Special Services &

### Record Establishment:

Beverly Gardner, Manager—

404-679-4782

#### Mail-in

- Amendments
- Death Corrections
- Court Orders
- Legitimations
- Delayed Births
- Adoptions
- Court Ordered Petitions
- Birth Corrections

### Regional Training & Support:

Joseph Little, Manager —

404-486-6344

- Regional Consultants
- Training and support of local constituents
- Subject matter experts on Vital Records functions
- Communication of policies to local constituents
- Regular reviews of local registrars

Contact Center: 404-679-4702