

Office of Vital Records

200 W. Santa Ana Blvd., Suite 100-B, Santa Ana, CA 92701

**VitalChek Funeral Home Portal – FAQ’s**

<p><b>Why is Orange County using VitalChek Funeral Home Portal?</b></p>	<p>Orange County Vital Records implemented VitalChek’s Funeral Home Portal (FHP) to offer an efficient remote order service to Funeral Directors to obtain certified copies of death certificates and pay for disposition permits. The FHP offers many benefits such as the elimination of paper applications, preparing envelopes and checks, driving through traffic, waiting in line, or paying for parking. Additionally, the FHP provides the ability to request death certificates from the convenience of your home or office. It also offers other benefits such as electronic notifications, auto-filling funeral home name/address and saving payment information.</p>
<p><b>How much does it cost to use the Funeral Home Portal?</b></p>	<ul style="list-style-type: none"> <li>• The VitalChek FHP fee is \$6 per decedent up to 10 certified copies and .50 cents per additional copy. This fee covers the cost of FHP set up, maintenance, training, and payment processing fees incurred per order.</li> <li>• Regular USPS mail             <ul style="list-style-type: none"> <li>○ \$1 for 1 – 10 certificates</li> <li>○ \$2 for 11 – 30 certificates</li> <li>○ \$3 for 31 – 50 certificates</li> </ul> </li> <li>• \$19 for UPS next day delivery</li> <li>• \$0 for pick up via Will Call</li> <li>• \$0 for paying disposition permits submitted as part of certificate order or separately</li> </ul> <p style="text-align: center;">NOTE: The FHP fee and shipping fees are in addition to the agency fees</p>
<p><b>What payment methods are accepted?</b></p>	<p>Credit/Debit Card and Electronic Check</p>
<p><b>Can I try it out to see if it will work for me?</b></p>	<p>Yes, Orange County funeral establishment staff may try VitalChek free for 30 days from the date of the first order placed.</p>
<p><b>How long will it take to process my orders?</b></p>	<p>Orange County processing times will not change. Death certificates are printed and mailed or are available for pick up within 3 - 5 business days. UPS next day service is available as a delivery option for an additional \$19 fee.</p>
<p><b>Are notifications sent when my order is mailed or ready for pick-up?</b></p>	<p>Yes, the VitalChek system generates an email notification to your email address on file when the order has been mailed, sent via UPS, or is available for pick up via Will Call.</p>
<p><b>Will this service increase costs for my business?</b></p>	<p>Orange County Vital Records and VitalChek have worked to deliver a low-cost service for obtaining death certificates. Based on our analysis, we believe that Funeral Directors will save money when using the FHP. The use of remote ordering will eliminate costs associated with staff time preparing paper order forms, envelopes and checks, transportation, parking and wait time in the Vital Records lobby.</p>

## VitalChek Funeral Home Portal – FAQs

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<p><b>How do I get started using the Funeral Home Portal?</b></p>	<p>Contact <b>Mike Padilla</b> at <b>888-216-9944</b> or <a href="mailto:fhportalsupport@vitalchek.com">fhportalsupport@vitalchek.com</a> and provide the funeral establishment name, address and phone number, as well as the name and email address of the person who will be placing orders.</p>
<p><b>How can I get more information on VitalChek?</b></p>	<p>Visit <a href="https://www.vitalchek.com/content/landing-funeral-homes.aspx">https://www.vitalchek.com/content/landing-funeral-homes.aspx</a></p>
<p><b>Can I pay for authorized refile and ship-in disposition permits?</b></p>	<p>Yes, refiles and ship-in permits may be paid and uploaded through VitalChek.</p> <p><b>Ship-in permits:</b> In the city of death drop-down, select “Not in list”. This opens another field to enter the city and include the state or foreign country (e.g.: Austin, TX or Paris, France). The county of death is locked and will remain “Orange”.</p> <p><b>Death over 24 months:</b> In the date of death field, enter the <u>date the permit was issued</u>. This may change in a future system upgrade to allow for the actual date of death entry.</p>
<p><b>Can I place an order for Amended Certificates?</b></p>	<p>Yes, place the order <u>after</u> you know the amendment has been registered and it is available in our office. If unsure, email <a href="mailto:DeathRegistration@ochca.com">DeathRegistration@ochca.com</a> to check status.</p>
<p><b>How do I send the signed official copy of the permit I am paying?</b></p>	<p>Upload the signed official copy of the permit through VitalChek along with payment. Be sure to upload the correct permit and that the copy is legible. If the incorrect permit is uploaded, your entire order will be cancelled and must be resubmitted.</p> <p><b>NOTE:</b> Do not upload the second page instructions of the permit or any other documents.</p>
<p><b>Can I pay for certified copies and permit for a ship-out?</b></p>	<p>Yes. Send an email to <a href="mailto:DeathRegistration@ochca.com">DeathRegistration@ochca.com</a> requesting the letter of non-contagious disease and mention in the email that you have paid for the certified copies and permit through VitalChek. Wait for the email reply and VitalChek notification letting you know that your documents are ready for pick up.</p>
<p><b>Can I order Fetal Death certified copies through VitalChek?</b></p>	<p>Not at this time, it may be an added product in a future system upgrade.</p>
<p><b>Am I required to use VitalChek?</b></p>	<p>No, Orange County Vital Records mail-in and drop-off services will still be available.</p>
<p><b>How do I log in to my VitalChek account?</b></p>	<p>Funeral Home Portal Login: <a href="https://funeralhome.vitalchek.com/fhphome.shtml">https://funeralhome.vitalchek.com/fhphome.shtml</a></p>
<p><b>Where do I get technical assistance for VitalChek?</b></p>	<p>For login issues, email <a href="mailto:vcn_helpdesk@vitalchek.com">vcn_helpdesk@vitalchek.com</a> or call VitalChek Help Desk 1-800-669-8312, option 3. Available 7:00 a.m. to 9:00 p.m. EST</p> <p>For issues with orders or to cancel an order, email: <a href="mailto:FHportalsupport@vitalchek.com">FHportalsupport@vitalchek.com</a> or call 1-888-216-9944.</p>