



# Remote Attestation Frequently Asked Questions

## What is Remote Attestation?

Remote Attestation (RA) is a remote signature method for requesting medical certification of the causes of death utilizing a telephone (voice) or fax machine. The word "attestation" means to verify or confirm. Through the process of signing the Physician Attestation Copy (PAC) and faxing it back to CA-EDRS or by using the voice attest option, the physician is attesting to the accuracy of the causes of death that will appear on a decedent's legal death certificate.

## What fax number should I enter?

Enter the fax number where the physician will be at that time. Some physician's have multiple offices, thus multiple fax numbers. You may want to call the physician's office to verify which fax number to use.

## May I use my fax number?

No. Enter the fax number where the physician will be at that time. If the physician's fax is not working, call the Help Desk.

## When I request RA, what does the physician receive?

The EDRS Faxer will send out a coversheet that includes instructions as well as a Physician Attestation Copy (PAC) of the Death Certificate. This PAC contains the Medical Information for the decedent and instructions for the physician.

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## How long does it take to send a RA to the physician?

A fax packet is immediately generated and faxed to the physician fax number supplied by the requesting Funeral Home or Medical Facility user. The fax packet is generally sent in 5 - 7 minutes after request. However, several factors may cause delay.

## What causes delay in the physician receiving the fax?

- **Busy signal** – the fax will be re-sent in approximately 5 minutes for a maximum of 4 attempts. After the 4<sup>th</sup> failed attempt, the Help Desk is notified.
- **No answer** - the fax will be re-sent in approximately 5 minutes for a maximum of 4 attempts. After the 4<sup>th</sup> failed attempt, the Help Desk is notified.
- **Not a Fax machine** – a person's voice or voice mail answers - the fax will be re-sent in approximately 5 minutes for a maximum of 4 attempts. After the 4<sup>th</sup> failed attempt, the Help Desk is notified.
- **Transmission error** – the receiving fax machine does not successfully communicate with the sending fax server - the fax will be re-sent in approximately 5 minutes for a maximum of 4 attempts. After the 4<sup>th</sup> failed attempt, the Help Desk is notified.
- **Physician's Fax Machine out of paper** - the physician or office staff must refill the paper to resume receiving faxes.
- **Physicians' Fax Machine not turned on-** the physician or office staff must turn the fax machine on to resume receiving faxes.

## How long does it take the physician to sign?

Once the physician receives the fax, the amount of time it takes for the physician to review the PAC, sign the PAC, and fax the PAC back to the toll free number depends on the physician's office. It may take minutes, hours, or days depending on the physician. You may want to call the physician's office to verify they received the fax and ask when they expect the physician to get around to signing the PAC.

## What should the doctor fax back to EDRS?

The certifying physician will sign in Field 115. Then they will fax this single page (no coversheet) to the EDRS Remote Attestation Fax line: 1-800-913-6121. If they make changes to the PAC, the PAC will not be accepted for registration.

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## How long does it take to update the EDRS record to MC ATT (attested)?

After the physician faxes the signed PAC to the toll free number, and if the fax receiving system is able to read the incoming PAC, the image is saved and the EDRS record is updated. The PAC is generally received, read, and the EDRS record status updated in 15 – 20 minutes after being sent. However, several factors may cause delay

## What causes delay in the system updating EDRS status to MC ATT?

- **Wrong toll free number** – If the physician's office sends the fax to the wrong number, it is never received.
- **The fax contains more than a single page.** A fax coversheet and/or other pages were included with the PAC – the received fax will be sent to an exception queue where it can be manually processed by the Help Desk during business hours.
- **Unable to OCR or read the Fax/Auth #** - the Fax/Auth # is obscured, distorted, or cut off due to headers added when re-faxing the original packet – the received fax will be sent to an exception queue where it can be manually processed by the Help Desk during business hours.
- **Unable to detect a signature in field 115** – the physician did not sign, the signature too light to be read – the received fax will be sent to an exception queue where it can be manually processed by the Help Desk during business hours.
- **Fax is skewed and/or distorted** – the received fax will be sent to an exception queue where it can be manually processed by the Help Desk during business hours.
- **Fax is too light or too dark** – the received fax will be sent to an exception queue where it can be manually processed by the Help Desk during business hours.
- **Part of the PAC has been cut off due to a header or footer added** when the original PAC is re-faxed by another sending fax machine – the received fax will be sent to an exception queue where it can be manually processed by the Help Desk during business hours.
- **Alterations or additional markings on the PAC** – the received fax will be sent to an exception queue where it can be manually processed by the Help Desk during business hours.

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## **How many times can I send RA to a physician?**

You can request RA multiple times. However, each time you do, the previous RA is now invalid. This causes great confusion. See “What are invalid versions?”

Only the most recent request is valid. If the physician signs an old version, it will not be accepted. You **MUST** instruct the physician or their staff to discard the invalid versions. You **MUST** instruct the physician to sign only the most recent version.

## **What are invalid versions?**

Every time a user requests RA, the system assigns the fax an Authorization Number (located at the bottom right corner of the PAC). When the Record’s MI is unlocked or the user re-requests RA, the Authorization Number for the previous fax becomes invalid. The certifying physician then needs to sign the most recent or valid version of the Physician Attestation Copy and discard any previous versions.

## **What if the physician or the physician’s office says they did not receive the RA fax packet?**

Call the EDRS Help Desk at 916-552-8123 before re-requesting RA. The EDRS Help Desk Team will verify the status of your request to see when it was sent to the doctor, if it is still pending, or if it needs to be re-sent.

## **How long should I wait before calling the Help Desk?**

Allow at least 30 minutes for the physician’s office to receive the fax. Before calling the Help Desk, call the physician’s office to determine if they have received the fax. If they have, has the physician signed yet?. If the physician has signed, when was the signed PAC sent back? Wait at least 20 minutes for the system to receive and process the signed PAC and update the EDRS status to MC ATT.

## **What should I do if the physician alters the PAC?**

Contact your Local Registration District to unlock MI, make the corrections, and re-request RA. You **MUST** instruct the physician or their staff to discard the invalid versions. You **MUST** instruct the physician to sign only the most recent version.

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## **What happens if the doctor sends a coversheet with the signed Physician Copy of the Death Certificate?**

The PAC and the coversheet will go to our Exception Queue. The EDRS Help Desk Team will then review the documents and manually approve the correct page and discard the coversheet. This process is not as fast as when the physician sends only the signed page. The Help Desk is only available to process the Exception Queue during normal business hours.

## **What does EXP mean in the status field?**

The Remote Attestation Request is valid for 120 hours from the time it is generated in the system. After the 120 hours, the tokens expire and a new Remote Attestation will need to be requested. The status will say EXP in the decedent folder.

## **What does INV mean in the status field?**

The Remote Attestation Request is now invalid because the MI has been unlocked and a new Remote Attestation will need to be requested. The status will say INV in the decedent folder.

## **What is the EDRS Remote Attestation fax back number?**

1-800-913-6121