



MARYLAND Department of Health

Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Robert R. Neall, Secretary

TO: Funeral Homes

FROM: Crystal Weaver
State Registrar

DATE: March 25, 2020

RE: Process for Obtaining Certificates during State of Emergency

Due to the current State of Emergency associated with the coronavirus outbreak, effective Monday, March 23, 2020 the Division of Vital Records (DVR) will close its lobby to the public, including representatives of funeral facilities.

During this State of Emergency, funeral facilities are encouraged to place their orders through the funeral home portal, or by mail. All orders will be shipped to your facility by mail, or through expedited shipping if you request and include the fee.

If you currently do not have an account with the funeral home portal and wish to set one up, please do so by contacting:

Funeral Home Portal Support Team
1-888-216-9944
fhportalsupport@vitalchek.com
Available 9am-5pm EST

All inquiries and urgent matters should be sent to the EDRS helpdesk at
edrs.help@maryland.gov

Thank you, we appreciate your understanding and cooperation during this difficult time

Attachment

Additional Information about ordering through the funeral home portal:

- **Number of decedents or certificates per order placed through the portal:**
 - There is a limit of 5 decedents and a maximum of 50 total certificates per order.
- **Cost to order through the portal:**
 - There is a fee of \$3.75 for each order when payed by ACH Checkpayment (through a checking account).
 - There is a fee of \$4.75 for the first 10 certificates and \$0.50 for each additional certificate for each order when payed by credit card.
- **Shipping details:**
 - There is no additional fee for shipping via U.S. Postal Service.
 - Expedited shipping costs an additional \$18.75 per order.
- **Processing times:**
 - Expedited shipping orders will be processed and shipped out within 3 days.
 - Regular orders will be processed and mailed out within 5 days.
- **Should you have any issues with log-ins or need technical support please contact:**

VitalChek Technical Help
1-800-669-8312, option 3
vcn_helpdesk@vitalchek.com
Available 7am-9pm EST