

Cremation Billing & Authorization Workflow - VertiQ vs. MDILog

Overview

This summary compares the current cremation authorization and billing process using VertiQ or legacy methods against a modernized workflow using MDILog. The MDILog platform provides integrated, automated support for authorization, billing, and recordkeeping - reducing workload, improving accuracy, and increasing compliance.

Workflow Comparison

Workflow Step	VertiQ / Legacy Process	MDILog Enhanced Workflow	Workload or Compliance Impact
Request Received	Faxed or phoned in by funeral home	Submitted via secure portal or logged in system	↓ Time chasing paperwork, improves tracking
Authorization Entry	Entered manually into Excel log or printed form	Created directly from case record with autofill	↓ 50–75% entry time; ↓ data errors
Physician Review & Approval	Paper signature or scanned copy required	Digital signature & remote access supported	↓ Delay from handoffs; ↓ missing forms
Fee Billing	Tracked on separate log, manually invoiced	Fees logged with case, auto-exported for billing	↓ Missed charges; batch billing support
Audit Trail / Records	Stored in physical folders or spreadsheets	Secure digital archive with time stamps	✓ Compliance-ready; easy retrieval
Funeral Home Notification	Phone call or fax follow-up	Automatic portal update or email alert	↓ Staff calls; ↑ satisfaction & transparency

Recommendation: Transitioning cremation processes to MDILog reduces manual entry, supports digital approvals, improves billing accuracy, and ensures compliance-readiness for public records requests or audits.