



Securing today  
and tomorrow

Use *Electronic  
Records Express*  
to Send Records  
Related to  
Disability Claims

State Disability Determination Services (DDS) and Social Security have created an initiative to increase the use of electronic options for submitting all kinds of records related to disability claims. We call it our *Electronic Records Express*. If you've been asked for, or want to submit, additional information about a claim for Social Security disability benefits, consider submitting the information electronically.

Use *Electronic Records Express* to transmit health, student, and client records.

Using *Electronic Records Express* to transmit health and client records can help ensure your patients receive timely decisions. *Electronic Records Express* can also be useful in quickly transmitting student disability records. For example, a state DDS or Social Security may ask for information from your school about a student who has filed a claim for Social Security disability. You may get a letter asking for medical evidence or other information — such as the “Teacher Questionnaire” (Form SSA-5665) and the “Request for Administrative Information” (Form SSA-5666). The forms are located at **[www.socialsecurity.gov/schools](http://www.socialsecurity.gov/schools)**. Timely transmission of those records through *Electronic Records Express* helps the DDS and Social Security determine if the student qualifies for disability benefits more quickly.

## There are many advantages to sending records through *Electronic Records Express* online or by fax

- You can send records at your convenience;
- You'll be submitting information directly to Social Security, helping to expedite decisions on disability claims;
- You'll save the costs of copying, paper, toner, and postage; and
- You'll eliminate the need for follow-up associated with the slower speed of traditional mail.

## Sending records electronically is fast and easy

If you aren't already doing so, Social Security urges representatives to submit all records electronically. Electronic processes can make it quicker and easier for medical and other claimant records to be transferred securely and directly. This improved process eliminates the wait for mail to arrive and ultimately speeds up processing, so we can give the claimant a decision sooner.

### **Secure website**

Use your existing internet connection to send electronic or scanned paper records quickly and easily through Social Security's secure website.

## **Fax**

Use your office fax to send records to Social Security any time day or night.

For either of these methods, use a barcode provided by the state DDS or Social Security hearing office handling your client's disability claim. The barcode directs the information you submit to the claimant's unique disability folder.

For additional information about obtaining barcodes or about faxing, contact the state DDS or Social Security hearing office.

## **Another option**

### **Continued support for paper submissions**

- Mail submissions to the appropriate local Social Security office; or
- Mail submissions to Social Security's contract scanning service, as requested by the state DDS or the local Social Security office.

## **Frequently asked questions**

### **How will sending records electronically affect our work routines?**

There will be minimum disruption to your established routines. Faxing replaces the photocopying you now do. And if you already have electronic client records, you can upload files instead of printing them.

## **What are the costs?**

The *Electronic Records Express* options are free of government charges.

## **Are online options safe and secure?**

The website uses 128-bit secure socket layer (SSL) encryption to protect record submissions to Social Security. Your account is protected by your confidential user ID and password combination.

## **Can I fax using my PC fax software?**

Yes. The first page of each document, however, must be the barcode from the state DDS or Social Security. So, you may need a scanner to scan the barcode into your computer.

***NOTE:*** Each level of the disability claims process uses a unique barcode, so make sure the barcode you use is for that specific level. For example, if you're representing a client at the hearing level, use the barcode provided to you by the hearing office.

## **If I want to use the secure website, which file formats are compatible?**

Our site accepts files in .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, or .tif formats. A current list of acceptable file formats is available on our website.

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## ***Are Electronic Records Express options compliant with the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Rights and Privacy Act (FERPA)?***

Yes. When a person files a disability claim, he or she (or a parent or guardian) signs an “Authorization to Disclose Information” (Form SSA-827). Although Social Security is not a HIPAA covered entity, this authorization meets the requirements of HIPAA and FERPA. And, it expressly permits sharing claimant’s health information by fax or other electronic means as long as reasonable safeguards are used.

## **What’s the maximum number of pages I can fax, and the maximum file size that I can send through the secure website?**

Please don’t fax more than 200 pages. And, don’t send files that exceed 50 megabytes. Split large submissions into segments. Be sure to use the barcode or claimant data given to you by the state DDS or Social Security for each segment. You may need a scanner to scan the barcode into your computer. Note each level of the disability claims process uses a unique barcode, so make sure the barcode you use is the one for that specific level.

## For more information

If you'd like to learn more about submitting client records online, visit **[www.socialsecurity.gov/ere](http://www.socialsecurity.gov/ere)**, send an email to [electronic-records-express@ssa.gov](mailto:electronic-records-express@ssa.gov), or call **1-866-691-3061**.

## Contacting Social Security

The most convenient way to contact us anytime, anywhere is to visit **[www.socialsecurity.gov](http://www.socialsecurity.gov)**. There, you can: apply for benefits; open a *my* Social Security account, which you can use to review your *Social Security Statement*, verify your earnings, print a benefit verification letter, change your direct deposit information, request a replacement Medicare card, and get a replacement SSA-1099/1042S; obtain valuable information; find publications; get answers to frequently asked questions; and much more.

If you don't have access to the internet, we offer many automated services by telephone, 24 hours a day, 7 days a week. Call us toll-free at **1-800-772-1213** or at our TTY number, **1-800-325-0778**, if you're deaf or hard of hearing.

If you need to speak to a person, we can answer your calls from 7 a.m. to 7 p.m., Monday through Friday. We ask for your patience during busy periods since you may experience a higher than usual

rate of busy signals and longer hold times to speak to us. We look forward to serving you.

**Social Security Administration**

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