

User Guide for Send CE Report(s) with Scanned Signature



Office of Disability Determinations

October 2011

Electronic Records Express (ERE) Consultative Examination (CE) Services

Instructions for Send CE Report(s) with Scanned Signature

On the **Electronic Records Express Home** page, under the **Consultative Exam (CE) Services** heading, select **Send CE Report(s) with Scanned Signature**. This takes you to the page that allows you to submit CE Reports with Scanned Signatures on behalf of the provider.

Please note that you are responsible for information submitted on the ERE website when using your ERE User ID and password. You should never share your ERE User ID or password with others.

If the DDS sent the CE request electronically, you cannot respond to the request using the feature, Send CE Report(s) with Scanned Signature.

Electronic Records Express Home—Send CE Report(s) with Scanned Signature

The screenshot shows the Electronic Records Express Home page. The header is red with 'Social Security Online' and 'Electronic Records Express'. Below the header is a navigation bar with 'www.socialsecurity.gov', 'Frequently Asked Questions', and 'User Instructions'. The main content area is divided into three columns. The left column shows user information for 'John Public' and links for 'FAQ's' and 'User Instructions'. The middle column has a green arrow pointing to the 'Send CE Report(s) with Scanned Signature' link under the 'Consultative Examination (CE) Services' section. The right column contains a 'Bulletin Board' with a 'What's New?' link and contact information.

Please note that we only accept .tif, .tiff, .jpg, .bmp, .pdf, .mdi, or .zip files containing these files with a bar code on the first page. For **.zip** files, uploads must conform to all rules described below or the entire package is rejected:

- The .zip file must not contain directories.
- The .zip file must be valid and must not be empty.
- The .zip file must contain only .tiff, .tif, .pdf, .jpg, .mdi, and .bmp files.
- The .zip file must not contain empty (zero-byte) files.
- The .zip file must contain one or more .tiff, .tif, .pdf, .jpg, .mdi, and .bmp files with either all enhanced barcodes or no enhanced barcodes.
- Each .tiff file within a .zip file should follow these specifications:

- One .tif file per patient with the request letter on the first page
- .tiff version 4, 5, or 6
- Intel format (little-endian byte order)
- CCITT Group 4 Compression
- Black & White color (Bitonal)
- 200x200 dots per inch (DPI) resolution

The provider must physically sign (wet signature) all reports. Separate the records that have a 2-D enhanced barcode on the request letter that looks like the barcode below from the records that do not.

Submit records with 2-D barcodes together, and submit records without the 2-D barcode together. In the group of records with the barcode, the 2-D barcode must be included on the first page of the documents.

Note: The barcode is essential for properly routing records and reports to the appropriate claimant's electronic disability claims folder. Please be careful not to alter the readability of the barcode (e.g., writing over the barcode or date-stamping the barcode). This is particularly important for providers who are scanning copies of the DDS request letter that be uploaded via the Electronic Records Express website (i.e., using the **Send Grouped Files** and **Send CE Report with Scanned Signature** functions).


Step 1—Destination and Documentation Information

Social Security Online
www.socialsecurity.gov
John Public
Log Out
Help Desk: 1-866-691-3061

Electronic Records Express Home
Send CE Report(s) with Scanned Signature
Destination and Documentation Information (Step 1 of 3)

Enter 3 character site code or select state and destination:
Site code: S23 OR State: MD - Maryland
Destination: MD - Timonium DDS [S23]

Select one of the following for ALL documents in this upload:

- The first page of all the documents has an enhanced 2-D barcode like the following example (ignore all other barcode types):

RQID: 20051204273664 SITE: S99 DR: F
SSN: 000000000 DOCTYPE: 0001 RF: D CS: fedc
- The first page of all documents does NOT contain a 2-D barcode.

Cancel Continue

Step 1—Destination and Documentation Information

- Enter the three-character **Site** code from the barcode. The Site code begins with a letter, followed by two digits. If you make a mistake you may backspace and enter the correct letter or digits;

or

Select the **State** from the dropdown. After choosing the **State**, the **Destination** list updates and lists the offices in the State you selected. Select the **Destination** from the dropdown;

or

Select the **Destination** from the dropdown.

- There are two bullets to choose from on this page. Select the first bullet if the first page of your documents has an enhanced 2-D barcode that looks like the barcode below (the barcode may not display the DR field):



RQID: 123456789012345 SITE: S27 DR: F
SSN: 123456789 DOCTYPE: 001 RF: D CS: 9be8

- Select the second bullet if the first page of your document does not contain a barcode.
- Select the **Continue** button to proceed to Step 2.

Step 2—Attach and Upload Files

Social Security Online
www.socialsecurity.gov
John Public
Log Out
Help Desk: 1-866-691-3061

Electronic Records Express Home
Send CE Report(s) with Scanned Signature
Attach and Upload Files (Step 2 of 3)

Destination: MD - Timonium DDS [S23]
These grouped files are being submitted **WITH** a 2-D barcode.
Edit Summary

Attach and upload files:
You must upload at least one file.
A maximum of 8 files can be added and all files must total less than 50MB.
Uploaded files must be .tif, .tiff, .jpg, .bmp, .mdi, .pdf or .zip types.
Zipped files can only contain any of the above types.
Please do not upload password-protected files because they cannot be processed.

File 1: Browse...
Clear File 1

Add Another File
Cancel
Prior Page Submit

You can include up to eight (8) files in a submission. If you need to submit more than eight files for a single request, you will have to perform multiple uploads.

Step 2—Attach and Upload Files

- Review the Summary Information and verify the accuracy of the information selected in Step 1. If any of the information is incorrect, make the corrections by selecting the Edit Summary button.
- Select the Browse button to identify a file to send. (Do not send files that are password protected.) The Choose file window appears.
- Locate the file you wish to send and highlight the file name. The document's file name moves into the File name box at the bottom of the Choose file window.
- Select the Open button. The Choose file window closes and the file name displays in the box to the left of the Browse... button. If you have chosen the incorrect file, select the Clear File 1 button to clear the File 1 field.
- Select the Add Another File button to send additional files.

NOTE: Do not upload documents containing macros (i.e., a set of instructions or scripts that automates tasks). They may cause system problems, which will require you to re-submit your documents without macros.

- Select the **Submit** button to forward the information to the **Destination** identified in Step 1.

Step 3—Tracking Information

Social Security Online
www.socialsecurity.gov
John Doe
Log Out
Help Desk: 1-866-691-3061

Electronic Records Express Home
Send CE Report(s) with Scanned Signature
Tracking Information (Step 3 of 3)

Thank you for your submission.

Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.

Response Information:

Tracking Number: 1313D4F289CB1634
Date and Timestamp: 07/18/2011 at 08:53 AM EDT
Barcode Present: YES
Destination: MD - Timonium DDS [S23]

| File Name | File Size |
|--------------------------|-----------|
| EREP03_CE.jpg | 90.0 KB |
| Total file size: 90.0 KB | |

ERE Print Send Another Report ERE Home

Tracking Number

Step 3—Tracking Information

- After your submission uploads, Electronic Records Express provides a **Tracking Information** page. The **Tracking Information** page provides a tracking number for you to keep and use if you want to check on the status of your submission. The **Tracking Information** page indicates the specific files that you transmitted.
- If you do not receive the **Tracking Information** page, please resubmit the materials.
- If you continue to have transmitting problems, contact the Electronic Records Express Website Help Desk at [EETechSupport@ssa.gov](mailto:EEtechSupport@ssa.gov) or 1-866-691-3061.
- If you have additional CEs to send, you can select the **Send Another Report** button. This takes you back to Step 1 of **Send CE Report(s) with Scanned Signature**.

NOTE: We **strongly recommended** that you print or take a screenshot of the **Tracking Information** page for your documentation. To do this, simply select **ERE Print** located at the bottom of the page. This print link works the same as if you selected File and Print from your browser's menu.

You cannot bookmark and save a **Tracking Information** page, and you will not be able to retrieve it later once you exit the webpage.

Access Keys

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

| Button | Access Key |
|---------------------|--|
| Add Another File | 2 – 8 (number corresponds to the file to be added) |
| Cancel | n |
| Continue | c |
| Edit Summary | w |
| ERE Home | h |
| ERE Print | p |
| Log Out | l |
| Prior Page | p |
| Send Another Report | r |
| Submit | s |


Other keyboard commands, hotkeys or access keys will vary based upon browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the “Alt” button on your keyboard and the access key simultaneously.

How to Get Important Information about Electronic Records Express Website Availability

You may subscribe to receive ERE website availability notifications through the GovDelivery services on the Social Security Administration's Electronic Records Express internet website: [Social Security Online: Electronic Records Express](#). Please see the following website for *GovDelivery* FAQs:
<https://service.govdelivery.com/service/help.html#general1>

To subscribe to the ERE website availability notification, follow these instructions:

- Click  [Get important information about Electronic Records Express website availability](#).
- Type your email address and select **Go**
- Confirm your email address
- Select "Send updates immediately by e-mail."
- Choose an optional password
- Select **Save**
- Select **Next**
- Subscribe to additional topics by checking the boxes or unsubscribe by un-checking the boxes
- Select **Save**
- Subscribe to topics from other agencies by checking the boxes or unsubscribe by un-checking the boxes
- Select **Save**

Once you have subscribed, you will receive a Subscription Acknowledgement e-mail with instructions on how to update your user profile