



ELECTRONIC RECORDS

e x p r e s s

Electronic Records Express is an initiative by State Disability Determination Services (DDS) and Social Security to increase the use of electronic options for submitting records related to disability claims. If you have been asked for, or you want to submit, additional information about a client's claim for Social Security disability benefits, consider an electronic option. Help ensure that your patients receive timely decisions by submitting your records electronically to Social Security and its partner agencies. You can choose the method of sending the information that works best for you.

Advantages of sending client records online or by fax

- Send client records at your convenience;
- Submit information directly to Social Security, helping to expedite the decision on your client's disability claim;
- Save copying, paper, toner, and postage costs; and
- Eliminate the need for follow-up due to mail transit time.

What security is provided for web options?

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

Can I fax with my PC fax software?

Yes. However, the first page of each document must be the barcode provided to you by 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 the one for that specific level. For example, if you are 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?

The following file formats are accepted: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx, .pdf, .tiff, .tif. The most current list of acceptable file formats is available on our website.

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). This meets the requirements of HIPAA and FERPA and expressly permits sharing claimant's health information by fax or other electronic means as long as reasonable safeguards are used.

Is there a maximum number of pages that can be faxed or a maximum file size that can be sent through the secure website?

Yes. Please do not fax more than 200 pages and do not send an electronic file or combination of files that exceeds 50 megabytes. If your submission is large, you can split it into segments. Be sure to use the barcode or claimant data provided 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 it is important that you make sure the barcode you use is the one for that specific level.

For more information

If you would like to learn more about submitting client records online, visit www.socialsecurity.gov and go to  send an email to electronic-records-express@ssa.gov or call 1-866-691-3061.





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Use Electronic Records Express to Send Client Records

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