Electronic Records Express (ERE)

Electronic Records Express is an initiative by state Disability Determination Services (DDS) and Social Security to increase use of electronic options for submitting health records related to disability claims. If a state DDS or Social Security needs additional information about an individual who has filed a claim for Social Security disability, you may receive a letter asking for medical evidence and other relevant records. Help ensure that your patients/clients receive timely decisions by submitting your records electronically to Social Security and its partner agencies. The requested information helps the DDS and Social Security determine if your patient qualifies for disability. You can choose the method of sending the information that works best for you.

Electronic Options

FAX

➤ Use your office fax to send records any time day or night
➤ The first page of the fax must be the bar coded request letter from the state Disability Determination Service (DDS) office
➤ The faxes are digitized for claims processing

SECURE WEB

➤ Transfer records through SSA's Electronic Records Express (ERE) web site using your existing Internet connection
➤ Type in a small amount of case information from the DDS request letter, next upload your electronic data (scanned paper records, reports generated by your electronic records system, or a report typed in your favorite word processor)

Benefits

➤ Send records for your patients at your convenience

➤ Submit directly to SSA with confidence you've done your part to expedite patient disability claims

➤ Save copying, paper, toner, and postage costs

➤ Eliminate the need for follow-up due to mail transit time

➤ Get a quick start beginning payment processing for your reimbursement

➤ Use your Internet connection or fax

Frequently Asked Questions:

Q: What are the costs?
A: The Electronic Records Express options are free of government charges.

Q: What security is provided for Web options?
A: The website uses 128-bit secure socket layer (SSL) encryption to protect records submissions to Social Security. Your account is protected by your confidential username and password combination.

Q: May I still fax with my PC fax software?
A: Yes. However, the first page of all faxes must be the bar-coded DDS request letter so, you may need a scanner to scan the DDS letter into your computer.

Q: Are Electronic Records Express options HIPPA complaint?
A: ERE technology is fully consistent with the goals of HIPAA and if used in compliance with a properly designed and implemented HIPAA plan can add significant value in safeguarding the security of your patient data.

Q: How do I choose an Electronic Records Express option?
A: For planning assistance, discuss your business procedures with the Professional Relations Office of your state's DDS. Visit www.socialsecurity.gov/disability/professionals for more information about contacting a Professional Relations Office.

More questions? Please visit www.socialsecurity.gov/ere/

Note: SSA continues to accept paper records but you will mail them to the SSA designated scan service. The scanned images are used by the DDS and SSA to process cases.