



Social Security

Use Electronic
Records Express To
Send Client Records

Disability Programs

www.socialsecurity.gov



ELECTRONIC RECORDS

e x p r e s s

Electronic Records Express is an initiative by Social Security and state Disability Determination Services (DDS) to increase use of electronic options for submitting records related to disability claims. If you have been asked for, or you want to submit, additional information concerning a client's claim for Social Security disability, consider an electronic option. 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 and postage costs; and
- Eliminate need for follow-up due to mail transit time.

Sending records electronically is fast and easy

Secure website

- Send electronic records or scanned paper records through the Social Security secure website using your existing Internet connection.

Fax

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

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

Another option

Continued support for paper submissions

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

Frequently asked questions

Q: How will sending records electronically affect our work routines?

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

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 user ID and password combination.

Q: Can I fax with my PC fax software?

A: Yes. However, the first page of all faxes must be the barcode provided to you by Social Security or the state DDS. 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.

Q: Can I submit records on CD?

A: No. There is no standardized process for handling CDs. The web options should save you time and money over CDs.

Q: If I want to use the secure website, which file formats are compatible?

A: A wide selection of file formats are supported. Social Security will add support for additional formats as needed.

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

A: 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 of claimant health information by fax or other electronic means as long as reasonable safeguards are used.

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

A: Yes. Do not fax more than 200 pages and do not send an electronic file that exceeds 50 megabytes. If your submission is large, split it into segments. Be sure to use the barcode or claimant data provided to you by Social Security or the state DDS 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 would like to learn more about submitting client records online or by fax, visit www.socialsecurity.gov and go to  [ELECTRONIC RECORDS](mailto:electronic-records-express@ssa.gov), send an E-mail to electronic-records-express@ssa.gov or call **1-866-691-3061**.



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