



# Social Security

## Use Electronic Records Express To Send Health Records

### Disability Programs

[www.socialsecurity.gov](http://www.socialsecurity.gov)



# ELECTRONIC RECORDS

e x p r e s s

**E**lectronic 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 a patient who has filed a claim for Social Security disability, you will receive a letter asking for medical evidence and other relevant health records. 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.

## Advantages of sending health records online or by fax

- Send patient records at your convenience;
- Submit information directly to your state DDS or Social Security, helping to expedite the decision on your patient's disability claim;
- Save copying, paper, toner, postage, and staff costs;
- Help ensure that your patients receive timely decisions; and
- Eliminate need for follow-up due to mail transit time.

## Sharing records electronically helps your patients

To help provide more timely service to your patients seeking disability benefits and ultimately, Medicaid or Medicare benefits, please use electronic processes when responding to our requests for your patients' medical records.

If you are not already doing so, Social Security urges medical providers to submit medical records electronically. Here's how:

- Use your Internet connection and Social Security's secure website to send individual patient records quickly and easily;
- Use a scanner and your Internet connection to send batched patient files to Social Security's secure website; or
- Use your office fax to send medical records toll-free day or night.

## Sending records electronically is fast and easy

### Secure website—individual patient records

Send electronic health records or scanned paper records through Social Security's secure website using your existing Internet connection.

## **Secure website—multiple patient records**

You can send batches of patient files via Social Security's secure website in a single operation.

## **Fax**

Use your office fax to send requested health records to your state DDS or to Social Security any time day or night.

## **Other options**

## **Secure file transfer—bulk**

For high-volume operations, you can purchase commercial software to transfer records in an automated machine-to-machine mode, with workflow management, monitoring and reporting features.

## **Continued support for paper submissions**

If you only can provide paper records, mail them to Social Security's contract scanning service whose mailing address is in the request letter. The contractor will scan the records and send electronic files to the state DDS or Social Security.

## 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 health records, you upload files instead of printing them.

### **What are the costs?**

The Electronic Records Express options are free of government charges. The high-volume bulk upload alternative requires commercial software and is not free of charge.

### **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 username and password combination.

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

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.

## **Can I submit records on CD?**

No. We do not have a standardized process for handling CDs.

## **How do I choose an Electronic Records Express option?**

For planning assistance, discuss your business procedures with the Professional Relations Office of your state's DDS. Visit [www.socialsecurity.gov/disability/professionals](http://www.socialsecurity.gov/disability/professionals) for more information about contacting a Professional Relations Office.

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

The secure website supports a wide selection of file formats. Social Security will add support for additional formats as needed.


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

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 expressly permits a health care provider to share the patient's health information by fax or other electronic means as long as reasonable safeguards are used. Providers can—and should—accept a photocopy or facsimile of the authorization form in order to maximize efficiency and reduce patient wait time for benefits.

*“With minimal effort, my reports arrive at their destination within minutes of their creation.”*

Dr. Jim Adams, Fellow American  
Academy of Disability Examiners  
Cleveland, Mississippi

## For more information

If you would like to register to begin using Social Security’s secure website to send health records or would like more information about the options available for submitting records electronically, visit [www.socialsecurity.gov](http://www.socialsecurity.gov) and go to  send an email to [electronic-records-express@ssa.gov](mailto:electronic-records-express@ssa.gov) or call **1-866-691-3061**. You also can contact the Professional Relations Office of your state’s DDS.





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