Social Security Online

Electronic Records Express

Electronic Records Express

"Embracing Technology to Deliver Benefits"

Electronic Records Express is an initiative by Social Security and state Disability Determination Services (DDS) to offer electronic options for submitting health and school records related to disability claims.

When you receive a request for health or school records or other information about a person who has applied for Social Security disability benefits, you can choose the method of sending the information that works best for you:

- online to Social Security's secure website; or
- by fax to your state DDS or to Social Security.

The records you send are automatically associated with the applicant's unique disability claim folder.
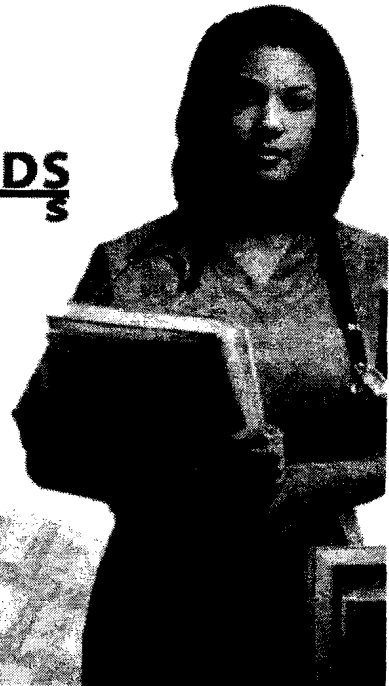
Disab

Healtl
Home

Attorr
Home

Con
Prof
Offic

G

Send health and school records online or by fax for:

- Faster disability decisions for your patients or students
- Convenience and security
- Lower costs

Express Secure
Website

Frequently Asked
Questions

What are the benefits of sending records electronically?	• Send patient, client and student records at your convenience; • Submit information directly to your state DDS or Social Security, helping to expedite the decision on your patient's or student's disability claim; • Save copying and postage costs; • Eliminate need for follow-up due to mail transit time; and • Start reimbursement process sooner.
Who can send electronic records?	Anyone who provides health or school records to Social Security or the DDS, such as: • Medical providers (including hospitals, clinics, doctors and health information managers); • School professionals; and • Third parties, such as attorneys and claimant representatives.
What Electronic Records Express options are available?	The Electronic Records Express options are online via Social Security's secure website or by fax. **Social Security's Secure Website - Individual Patient or Student Records:** Allows you to transfer records online using your Internet connection. **Social Security's Secure Website - Multiple Patient or Student Records:** Allows you to send batches of records online in a single operation using a scanner and your Internet connection. **Fax:** Allows you to use your fax to send records anytime day or night.
Are there any out-of-pocket costs for the Electronic Records Express options?	All Electronic Records Express options are free of charge. In fact, you may save time and money by transmitting your records electronically.
Are there any other options for sending records electronically?	In addition to the Electronic Records Express options, high volume operations can use **Secure Bulk File Transfer**. This option requires commercial software and is not free of charge. It allows you to transfer records in an automated machine-to-

machine mode, with workflow management, monitoring and reporting features.

How secure is Social Security's Electronic Records Express website?

The website has restricted access. Only authorized users can access the secure website by using their assigned user ID and password. Also, data transmission is protected by employing 128-bit or higher secure socket layer (SSL) encryption, which is the industry encryption standard for providing network security.

How can you get started?

Just call the Social Security Electronic Records Express Help Desk at 1-866-691-3061 or send them an email at electronic-records-express@ssa.gov for additional information.

USA.gov

Privacy Policy | Website Policies & Other Important Information | Site Map   Need Larger Text?
Last reviewed or modified Wednesday Apr 01, 2009

Electronic Leaflet

Use Electronic Records Express To Send Health Records

SSA Publication No. 05-10046, July 2006, ICN 460276 [View .pdf]

Electronic Records Express is an initiative by Social Security and state Disability Determination Services (DDS) 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.

Contents

[Back to top]

Advantages of sending health records online or by fax

- o Send patient records at your convenience;
- o Submit information directly to your state DDS or Social Security, helping to expedite the decision on your patient's disability claim;
- o Save copying and postage costs;
- o Eliminate need for follow-up due to mail transit time; and
- o Start reimbursement process sooner.

[Back to top]

Sending records electronically is fast and easy

Secure website — individual patient records

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

Secure website — multiple patient records

You can send batches of patient files via the Social Security 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. The digitized faxes go directly into the claims processing system.

[Back to top]

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 the Social Security 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.

[Back to top]

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 health records, you upload files instead of printing them.
Q.	What are the costs?
A.	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.
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.	Can I fax with my PC fax software?
A.	Yes. However, the first page of all faxes must be the bar-coded DDS request letter. You may need a scanner to scan the DDS letter into your computer.
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.	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.
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)?
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 expressly permits a health care provider to share patient health information by fax or other electronic means as long as reasonable safeguards are used.

[Back to top]

"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

[Back to top]

For more information

If you would like to learn more about submitting health records online or by fax, visit *www.socialsecurity.gov* and go to **ELECTRONIC RECORDS**, send an email to *electronic-records-express@ssa.gov* or call **1-866-691-3061**. You also can contact the Professional Relations Office of your state's DDS.