Addendum for Electronic Records Express (ERE)
20 CFR 404.1512 and 416.912
OMB No. 0960-0753

Revision to the Collection Instrument

We completely redesigned ERE to update the screens to the agency standards for User Experience Framework. This standardization provides consistency throughout the entire SSA online experience. We updated every ERE page to conform to SSA standards. We also updated the underlying software architecture because SSA no longer supports the previous architecture. We worked with our Usability team in making these changes. Whenever possible, we took advantage of this screen and software redesign to incorporate our user suggestions and requests.

We scheduled the updated software release for December 2014, which will be our implementation date for the following revisions:

- **Change 1:** We added the ability for users to manage their email notifications.

  Justification 1: Some high-volume users expressed interest in this type of function. Some users are receiving hundreds of emails a day. Since these users are daily users, they do not need the email notification to log in to their account. However, users who access the ERE website less frequently still need our email notification.

- **Change 2:** We removed two functions, “Pickup Provider’s Transcription Reports” and “Pickup Transcription Reports.”

  Justification 2: The “Secure Messaging” function was identical to these functions, so we simplified our software by providing a single access to this path through “Secure Messaging.”

- **Change 3:** We renamed “Communication Utility” to “Contact ODAR Office.”

  Justification 3: The new name more accurately describes the ERE function. Users were not sure what function was available through “Communication Utility.”

- **Change 4:** We updated the screens which collect registration information from the users.

  Justification 4: We collect the same information during registration of our users with the following exceptions: (1) we no longer ask for “Office Phone” and “Cell Phone.” Instead, we collect a “Primary Phone Number” with an optional “Alternate Phone Number.” And, (2) we removed the unnecessary second Fax number field.

- **Change 5:** We simplified the site code and destination question displays.

  Justification 5: We now allow users to either type in the site code or select a state and destination. We collect this information in the functions where the user uploads evidence through the ERE website.

- **Change 6:** We added the ability for users to provide the document type when uploading records requested by a state Disability Determination Service (DDS). Users who uploaded to a Hearing Office already provided this information.

  Justification 6: This change allows us to collect additional types of evidence and identify them correctly in our electronic disability folder.

- **Change 7:** We increased the number of files individuals can upload in a single submission from 8 to 10.

  Justification 7: We made this change because ERE users requested it.

- **Change 8:** We changed the display for “CE No Show” and “No Record” reasons from a dropdown list to individual radio buttons.

  Justification 8: We made this change to follow existing software patterns.

- **Change 9:** We relabeled “Continue” buttons to “Next” buttons.

  Justification 9: This conforms to SSA standards.

- **Change 10:** We relabeled “Prior Page” buttons to “Previous” buttons.

  Justification 10: This conforms to SSA standards.

- **Change 11:** We relabeled “Edit Summary” buttons to “Edit” buttons.

  Justification 11: This conforms to SSA standards.

- **Change 12:** We relabeled “Edit Provider Information” and “Edit Payment Information” buttons to “Edit” buttons.

  Justification 12: This conforms to SSA standards.

- **Change 13:** We replaced the “ERE Print” button with “Print this Page” links on all confirmation pages.

  Justification 13: We suggest that ERE users print the confirmation page after uploading documents through ERE. The confirmation page contains identifying information for users to use in the future for each submission. “ERE Print” was confusing to some users, because it implied the printing process was going through ERE instead of the user's printer.

- **<u>Change 14:</u>** We removed the "Response Request," "Payment Status," and "Payment Request columns from the "Review/Submit Prepared Requests" screen.

  <u>Justification 14:</u> We removed these columns since we no longer have the review payment functionality. We conformed to user expectations to the requests by providing a clickable link for "Patient Name."

- **<u>Change 15:</u>** We removed the "Response Request," column from the "Access Electronic Requests" screen.

  <u>Justification 15:</u> We simplified the display to make it easier for users to find information. We conformed to user expectations by the requests a clickable link under "Patient Name."

- **<u>Change 16:</u>** We split the Appointment Date" and "Appointment Time" into two separate columns.

  <u>Justification 16:</u> We made this change for better readability.

- **<u>Change 17:</u>** We changed the following button actions: "Closed Requests," "Submitted Requests," "Open Over 90 Days," "Open Payments," and "Open Requests" to a dropdown list.

  <u>Justification 17:</u> We made this change to simplify the display for the users.

- **<u>Change 18:</u>** We removed the "Secure Messaging Mailbox Home" page and route users directly to the inbox instead.

  <u>Justification 18:</u> We made this change because the "Home" page had the same functions as the "Inbox" and provided no benefit for the user.

- **<u>Change 19:</u>** We took advantage of the redesign to correct function names and remove SSA terminology that provided no useful information to the public.

  <u>Justification 19:</u> Currently the major function used by ERE users is "Send Response for Individual Case." We renamed this function, "Send Individual Response." SSA's terminology for "working 'cases'" had no meaning for our public users. We also changed "Send Grouped Files" to "Send Grouped Response."

- **<u>Change 20:</u>** We took advantage of the redesign to reorganize functions on the ERE home page and rename the categories of functions.

  <u>Justification 20:</u> We made this change to provide a better categorization and naming of the ERE functions. Users did not understand the previous categories.

- **Change 21:** We changed the bulletin board on the ERE home page to a "System Notices" link.

  Justification 21: We made this change to conform to SSA standards.

- **Change 22:** We added "Help" links throughout the ERE home page.

  Justification 22: The Help links provide additional information to the ERE users regarding the various ERE functionality.

Since the above listed revisions merely update the look and feel of the ERE screens, and do not remove or revise any of the current questions we ask, or information we request on ERE, these revisions will not change the burden hours for this information collection. However, conforming to SSA's standards for User Experience Framework, and including minor language changes as requested by the public ERE users, we enhance clarity and understanding of our ERE website. While these enhancements may not decrease the burden, they increase ease of usability for the public.