



# Monterey County Behavioral Health Policy and Procedure

<b>Policy Number</b>	316
<b>Policy Title</b>	Using Electronic Records Express Website to Submit Medical Records to Department of Social Security.
<b>References</b>	Representative Guide for Electronic Records Express Sending Individual Case Responses by Secure Website WELFARE AND INSTITUTIONS CODE SECTION 5328, 5350 ET SEQ.; HEALTH AND SAFETY CODE SECTIONS 1795-1795.26; CIVIL CODE SECTION 25.9 AND 2436; PROBATE CODE SECTIONS 2354; 2355
<b>Form</b>	SSA-827 (6-2007) Authorization to Disclose Information to the Social Security Administration (SSA)
<b>Effective</b>	September 12, 2011

8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32

### Policy

Requests for confidential medical information regarding consumers of Monterey County Behavioral Health (MCBH) services will be reviewed by designated staff to assure proper and timely response. Release of medical records information will be consistent with appropriate medical records regulations to insure confidentiality of the consumer’s records.

The Electronic Records Express Website is a secure, efficient and cost saving method of disclosing Protected Health information. All requests must include specific information requested, appropriate signatures and dates, including the consumers unless the consumer is a minor in which case the signature of the legal guardian is required on **Form SSA – 827** (Authorization to Disclose Information to the Social Security Administration must be completed).

Information to be disclosed: Annual Plan, psychological assessment, Doctors notes, clinical notes for specific period requested or for last 6 months.

The Administration fee of \$15.00 will apply to all requests.

Monterey County Behavioral Health Quality Improvement team is responsible for responding to requests for information from the Department of Social Security.

### Procedure

1. Open an Internet browser
2. In the address window type in: <http://eme.ssa.gov> (do not type the “www.”)
3. Once you have this page up, select “Favorites”

33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46

- Select “Add to Favorites”
- Where it says name, type in “Electronic Records Express” and select the OK button

4. Enter your case-sensitive Username and Password

NOTE: The Office of Disability Adjudication and Review will assist you in obtaining a Username and Password.

5. Select the LOGIN button.

NOTE: Users should be aware that after 3 failed attempts to sign in, their account will be locked. If this occurs, additional assistance may be obtained online by reporting problems to [EEAccountInfo@ssa.gov](mailto:EEAccountInfo@ssa.gov) or calling 1-866-691-3061. You may also report problems to the Office of Disability Adjudication and Review at [odar.hq.rep.mail@ssa.gov](mailto:odar.hq.rep.mail@ssa.gov).

The screenshot shows a login interface with the following elements:

- A disclaimer: "By entering your User ID, Password and clicking on the 'Login' button, you certify that you have read, understand and agree to the above statements."
- Input fields for "User ID" and "Password".
- "Login" and "Cancel" buttons.
- A "Note" section: "Note: Password is case sensitive" and "System will time-out after a half-hour of inactivity".
- A help section: "If you need assistance with the Electronic Records Express Website, please contact us via email at [EEAccountInfo@ssa.gov](mailto:EEAccountInfo@ssa.gov) or you can call us at 1-866-691-3061."
- An "Information about Social Security's Online Policies" section with text: "The privacy of our customers has always been of utmost importance to the Social Security Administration. Our first regulation, published in 1937, was written and published to ensure your privacy. Our concern for your privacy is no different in the electronic age."



## Electronic Records Express Login

### Acknowledgement for Website Access

I understand that the Social Security Administration will validate the information I provide against the information in Social Security Administration's systems.

#### I certify that:

- I understand that I may be subject to penalties if I submit fraudulent information.
- I agree that I am responsible for all actions taken with my User ID.
- I am aware that any person who knowingly and willfully makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

By entering your User ID, Password and clicking on the "Login" button, you certify that you have read, understand and agree to the above statements.

User ID

Password

**Note** -Password is case sensitive  
-System will time-out after a half-hour of inactivity

If you need assistance with the Electronic Records Express Website, please contact us via email at [EEAccountInfo@ssa.gov](mailto:EEAccountInfo@ssa.gov) or you can call us at 1-866-691-3061.

### Information about Social Security's Online Policies

The privacy of our customers has always been of utmost importance to the Social Security Administration. Our first regulation, published in 1937, was written and published to ensure your privacy. Our concern for your privacy is no different in the electronic age.

- [Details of Social Security's Online Privacy Policy](#)
- [Details of Social Security's Online Security Policy](#)
- [The Privacy Act and The Freedom of Information Act](#)

### Paperwork Reduction Act

U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for Electronic Records Express is 0960-0753; expiration date \_\_/\_\_/\_\_. We estimate that it will take about 5 minutes to read the instructions, gather the necessary facts, and answer the questions. You may send comments to our time estimate above to: SSA, 6401 Security Blvd, Baltimore, MD 21235-6401. Send only comments on our time estimate to this address.

47 Entering a correct Username and Password will bring you to the ERE Home page.



48  
49 Note: Although the ERE Home page lists a number of electronic transmission features, at  
50 this time the only features available to ODAR users are Send Responses for Individual Case  
51 listed under the Evidence Submission Services box, Track Status of Submissions listed under  
52 the Document Exchange Services, and Communication Utility listed under the  
53 Communication Services box, above. Guidance for using the Track Status of Submissions  
54 and Communication Utility is provided in separate ODAR instructions available in the User  
55 Instructions link in the upper right corner of the screen.

56  
57 If this is the first time you are logging into ERE, you will be required to change your password  
58 (this is a security feature).

- 59
- The Change Password page should automatically appear. You can also access  
60 the Change Password option from the ERE Home page (scroll down and the  
61 Change Password option is on the left side of your screen).



- 62
- 63
- 64
- 65
- 66
- 67
- 68
- 69
- 70
- 71
- 72
- 73
- Enter the password you were provided by ODAR in the old password window
  - Enter new password that is at least 7 characters long and includes both letters and numbers. Confirm your new password by entering it again in the last box. Remember that 31 your Username and Password are case sensitive
  - Your password will expire every 90 days and you will be prompted to change your password 33 (the page above will appear after you login). 34
  - NOTE: You are given three attempts to enter your password. After the third attempt you will be 35 locked out. If you are locked out of the website, you will need to send an email to 36 EEAccountInfo@ssa.gov or call 866-691-3061.
6. When you have changed your password after your first login, you may proceed with sending evidence to ODAR.

74

75 **How to Use Send Response for Individual Case**

76

77 On the ERE Home Page, under Evidence Submission Services, select Send Response for  
78 Individual Case.



79 NOTE: You will need to have the ODAR barcode to enter information in the next few steps.  
80 The following illustration will help you find the necessary information on the ODAR barcode.



81

82 Step 1: Enter the Site Code in the SITE CODE field. It is important that you select the SITE  
83 code from the  
84 barcode sheet provided by ODAR. DO NOT USE A BARCODE PROVIDED FROM  
85 ANOTHER SOURCE WHEN YOU ARE SENDING INFORMATION TO AN ODAR OFFICE  
86 (i.e. Disability Determination Services).

87

88 NOTE: When the SITE code is entered the appropriate ODAR office and state will be shown  
89 in the  
90 DESTINATION and STATE field. The DESTINATION field has both ODAR and Disability  
91 Determination Service offices listed. Be sure that an ODAR office is shown in the Destination  
92 field.



Social Security Online  
Electronic Records Express

www.socialsecurity.gov  
John Doe  
Log Out  
Help Desk: 1-866-601-3061

Enter 3 character site code or select state and destination:

Site code:  OR State: [Select] \*

Destination: [Select Destination] \*

Enter the following information from the request letter or barcode:

SSN:

RQID (Request ID):

RF (Routing Field)  P  D or blank  No RF or No Barcode

DR  F  S  No DR or No Barcode

CS   
(enter only 4 characters)

Cancel Continue

- 93 Step 2: From the barcode provided by ODAR, enter the following information in the
- 94 appropriate fields. (See the figure shown below).
- 95 • Enter the claimant's Social Security Number.
  - 96 • Enter the Request ID information. The Request ID is the document number or
  - 97 serial number which is usually located on the barcode. Be sure to enter the Request
  - 98 ID beginning with the first non-zero number. For example, if the request letter shows
  - 99 RQID as 00000001102400, enter 1102400.
  - 100 • Enter the RF (Routing Field) information shown on the barcode.
  - 101 • Enter the DR code information shown on the barcode.
  - 102 • Do NOT enter the CS code.
  - 103 • Select Continue to go to the next page.

104  
105  
106  
107  
108  
109  
110  
111  
112  
113

Social Security Online  
 Electronic Records Express Home  
 User Instructions  
 www.socialsecurity.gov  
 John Dee  
 Log Out  
 Send Response for Individual Case  
 Destination and Request Information (Step 1 of 3)

Enter 3 character site code or select state and destination:  
 Site code: X39 OR State: VA  
 Destination: VA - Charlottesville ODAR [X39]

Enter the following information from the request letter or barcode:  
 SSN:   
 RQID (Request ID):   
 RF (Routing Field):  P  D or blank  No RF or No Barcode  
 DR:  F  S  No DR or No Barcode  
 CS:  (enter not applicable)  
 Cancel Continue

Do not Enter the CS code

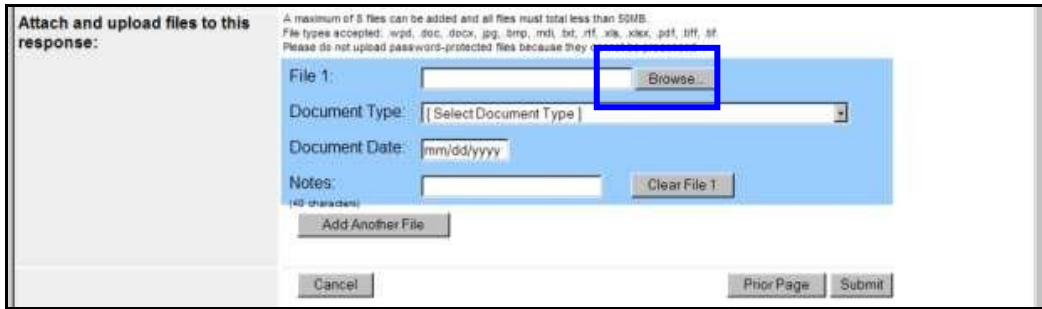
RQID: 0000000000000000000000000000000013385 SITE: T23 DR: F  
 SSN: DOCTYPE: 0001 RF: D CS: 5b83

114 Step 3: Send Files from your computer

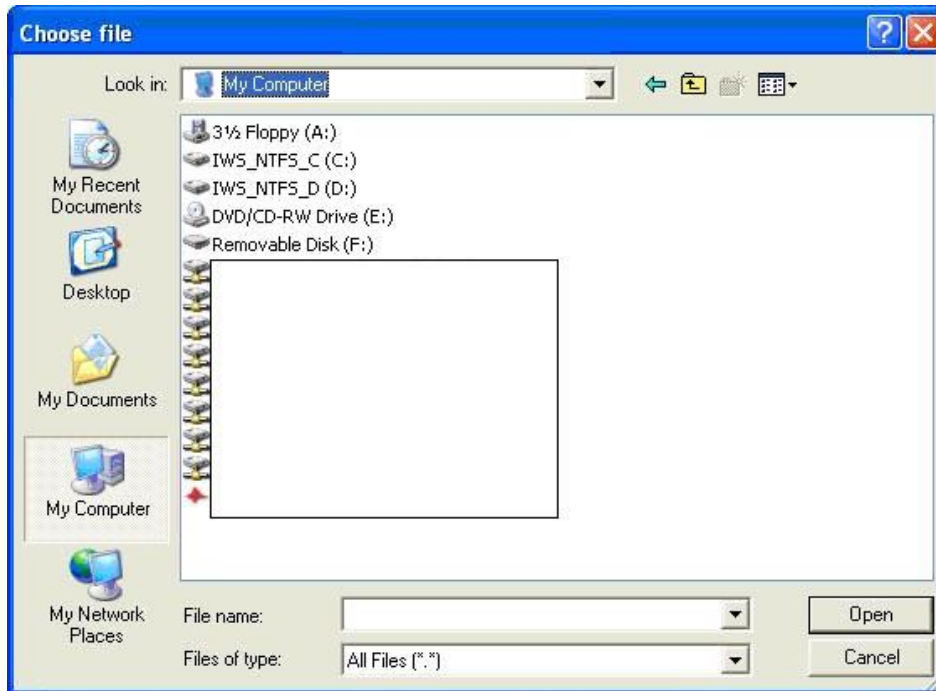
115 If you have records for the requested claimant in an electronic format, you can send  
 116 existing files from your computer to ODAR.

117  
 118 NOTE: File types accepted are: .wpd, .doc, .docx, .jpg, .bmp, .mdi, .txt, .rtf, .xls, .xlsx,  
 119 .pdf, .tiff, and .tif. Please refer to the section entitled Naming Your Electronic Claimant  
 120 Records on page 18, for more information on acceptable file names.





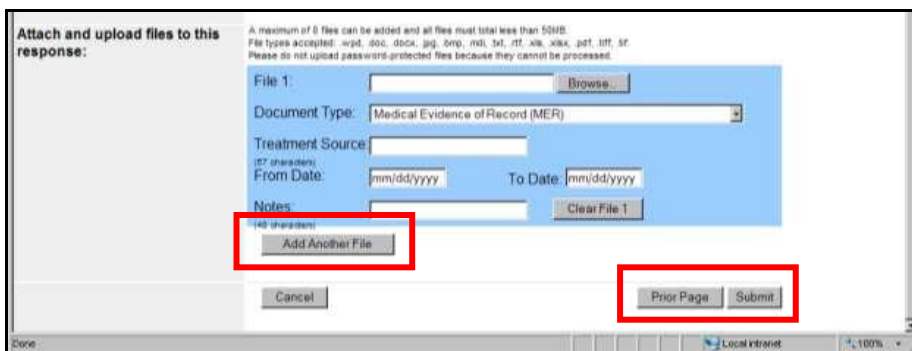
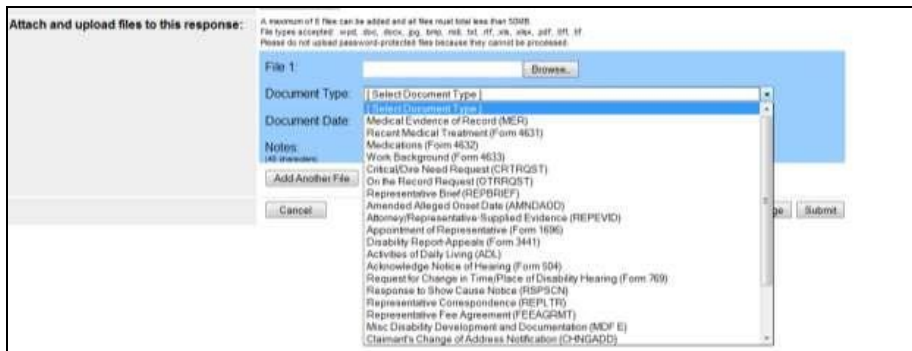
- Select the Browse button to find the file you wish to send to the
- The Choose file window



- Locate the file you wish to send and select the file name. This inserts the document's file the File name box at the bottom of the Choose file
- Next, select the Open button. The Choose File window will close and the ERE website will show the file name displayed in the box to the left of the Browser button. You have successfully attached the name file to the website.



Document Type: Select from the drop down list a document type for the document



Depending on the document type you select, additional fields may appear which require completion.

- You may send additional files (maximum of 8 files for one claimant) by selecting the Add Another File 116 button and repeating the previous steps. 117
  - If you select Prior Page, you will return to the Destination page. 118
- NOTE: You will lose all information entered on the page and any file selected.

- 120 Step 4: Verify the Destination and information.  
 121 Compare the information in the Destination and request summary box to the ODAR  
 122 barcode before submitting a response. If the information does not match, then re-  
 123 enter the correct information at Step 1. If the information matches, select the Submit  
 124 button.  
 125

Social Security Online  
 Electronic Records Express  
 www.ssa.gov/efile/efile.asp  
 John Doe  
 Log Out  
 Help Desk: 1-866-691-3061  
 Destination and request summary:  
 Destination: AK - Anchorage ODAR [T1G] SSN: 234-23-4234  
 RGID: 646735346346346346 RF: D  
 DR: F CS:  
 Edit Summary  
 Attach and upload files to this response:  
 A maximum of 5 files can be added and all files must not be larger than 20MB.  
 File types accepted: word, doc, docx, xls, temp, ppt, pptx, pdf, off, zip.  
 Files do not upload password-protected files because they cannot be processed.  
 File 1:  Browse...  
 Document Type: [Select Document Type]  
 Document Date: mm/dd/yyyy  
 Notes:  Clear File 1  
 Add Another File  
 Cancel

- 126 If an invalid document was attached you will receive an alert message similar to the  
 127 message shown below. Select Try Again to re-enter the correct information.

Social Security Online  
 Electronic Records Express  
 www.ssa.gov/efile/efile.asp  
 John Doe  
 Log Out  
 Help Desk: 1-866-691-3061  
 Send Response for Individual Case  
 Submission Failure (Step 3 of 3)  
 Your report was **NOT** successfully transmitted. **NO** files were sent.  
 The following problem(s) occurred with the file submission:  
 • temp.txt is an empty file  
 Destination: AK - Anchorage ODAR [T1G] SSN: 346-63-4523  
 RGID: 66734534346346 RF: D or blank  
 DR: F CS:  

File Name	Document Type	File Size
temp.txt	Medical Evidence of Record (MER)	0.0 KB
Total file size:		0.0 KB

 Thank you for using Electronic Records Express.



128 You should receive a Tracking Information page acknowledging that SSA has received  
 129 your transmission. The Tracking Information page indicates the specific filename and  
 130 document type of each file that was transmitted.

131  
 132 The Tracking Information page only acknowledges that the transmission has been  
 133 received. The transmission must still go through a SSA systems check before being  
 134 sent to the electronic folder. You will be notified by email if there are any errors or  
 135 problems that prevent SSA from processing your submission.

136  
 137 NOTE: In the unlikely event that you do not receive the Tracking Information page,  
 138 you should resubmit the materials.



139 NOTE: It is recommended that you print or take a screenshot of the Tracking Information  
 140 page for documentation. You will not be able to retrieve this information from SSA (including  
 141 ODAR) after you exit this page.

142  
 143 Please print screen and import this image into the client's medical records as proof of  
 144 transaction. **Document the release in Account of Disclosure.**

145  
 146 If you have evidence to send for another individual, you can select the Send Another  
 147 Response link toward the bottom of the Tracking Information page. This will bring you to the

148 webpage to enter information to send medical records for another claimant. Please be sure  
149 to have the ODAR request letter available.  
150  
151  
152  
153

## Logging Out of the ERE Website

163

164

165 When you have completed your file uploads, select Log Out on the left navigation bar of the ERE website.

166 Logging out ensures that others may not access the ERE website through your Username and Password.

170 Special Considerations When Using the ERE Website

172



173

174 Logging Into the ERE Website

175 The Username and Password are case sensitive.

175

176 NOTE: Your ODAR contact will assist you in obtaining a Username and Password.

177

178 Be aware that after 3 failed attempts to sign in, your account will be locked. If this occurs, you may obtain additional online assistance by selecting the ERE email address link. You may also report problems to your ODAR contact.

181 Updating Your Email Address

182 Your email address currently on file with SSA will be displayed on the Home page in the top left corner.

184

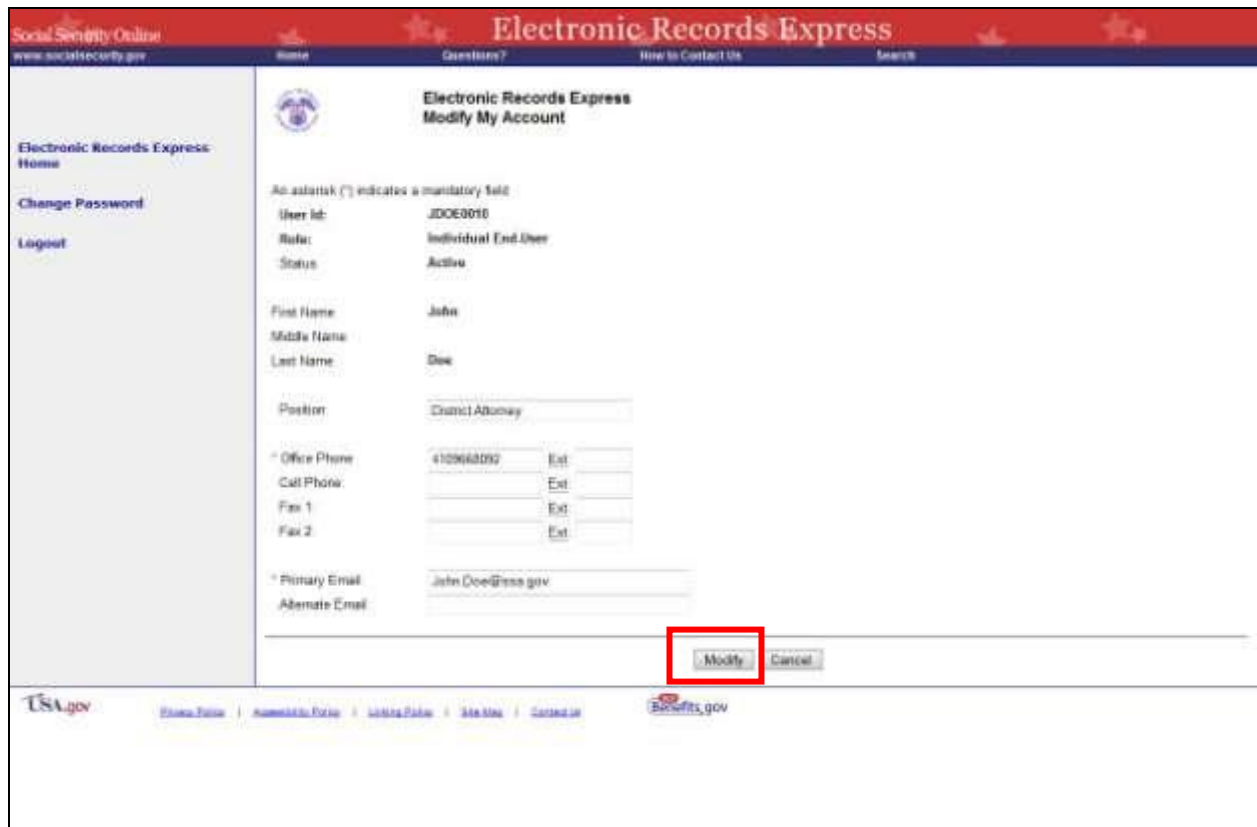




273

274 If the email address or phone number shown is incorrect, you may change your email  
 275 address by performing the following steps:

- 276 1. Select the Modify your account information link.  
 277 2. Enter your new or correct information in the appropriate field.  
 278 3. Select the Modify button.



279

280 A page is displayed verifying that the account information was successfully modified.



281  
282  
283  
284

In addition to a confirmation page, ERE will send a confirmation email to your email address once your change(s) are processed.



285  
286  
287  
288

### Changing Your Password

Users are required to change their password upon their very first login to the ERE website. Afterward, users will be prompted to change their password every 90 days.

289  
290  
291

**Naming Your Electronic Claimant Records** The ERE website will accept electronic filenames that contain the following characters:

292  
293  
294  
295  
296  
297  
298

- ⇒ Numbers
- ⇒ Letters (uppercase and lowercase)
- ⇒ Backslashes “\”
- ⇒ Underscores “\_”
- ⇒ Hyphens or Dashes “-”
- ⇒ Spaces

299  
300  
301  
302  
303  
304  
305  
306  
307  
308  
309  
310  
311  
312  
313  
314  
315  
316  
317  
318  
319  
320  
321  
322  
323  
324  
325  
326  
327  
328  
329  
330  
331  
332  
333  
334  
335  
336  
337

**Other special characters may make your electronic filename invalid, such as:**

- ⇒ Certain Punctuation Marks (commas, semicolons, parentheses, etc.)
- ⇒ Symbols (\*, %, <, >, |, etc.)

Please be sure that your electronic records include the acceptable character types shown above.

**NOTE:** Please be sure to upload **only** non-password protected documents.

**Timing Out**

The website will time out after 30 minutes of inactivity, so you should be ready to enter information from the records request letter and have files ready to upload. After 2 hours, the website will log you out and you must reenter your User ID and Password to continue.

**Avoiding User Errors**

Errors can occur for many reasons. The following list briefly explains some common ERE website user “errors”:

- ⇒ Bookmarking the **Tracking Information** page – **Never** bookmark pages within the ERE website. The **only** bookmark you should use for the ERE website is the Home page at <http://eme.ssa.gov>. Please note you cannot bookmark and save a **Tracking Information** page.
- ⇒ Leaving the ERE session unattended for 30 minutes will cause a session timeout. If you need to do something else please log out and exit your ERE session.
- ⇒ Once you have submitted documents by selecting the **Submit** button, you should not use the **Back** button, **Stop** button, or close your Internet browser file until you receive the **Tracking Information** page.
- ⇒ Typing in an incorrect file path for a file saved on your local system. This can occur if you type in a file name rather than using the **Browse** button to navigate to where files are stored on your system and then selecting the files you wish to attach. You may not receive notification if this type of error occurs. The best way to avoid this type of error is to use the **Browse** button to attach your files and then wait for the **Tracking Information** page to appear after you have successfully transmitted your electronic files.

**Bookmarking the ERE Website**

- ⇒ Please be sure to bookmark the ERE Home Page only. You should never bookmark intermediate WebPages within the ERE website. Doing so can cause problems the next time you try to send files.

338 **Saving ERE Tracking Information Pages**

339 ⇒ You cannot bookmark and save a **Tracking Information** page. You cannot retrieve  
340 tracking information after exiting the page. If you wish to have a record of the ERE  
341 transaction, we suggest you save your **Tracking Information** page.  
342

343 **How SSA Communicates Information to ERE Users**

344 SSA will use the **Bulletin Board** section of the ERE website to alert registered users of  
345 new information, such as any scheduled maintenance or new functionality. You can also  
346 be notified by email prior to any scheduled maintenance by selecting the red envelope  
347 link, **Get important information about Electronic Records Express availability**.  
348 Select the link and follow the instructions.  
349  
350



351 **ERE Electronic File Format Options:**

352 SSA's ERE website currently supports the following file formats:

- 353
- 354
- 355 **.wpd**                      **.doc**                      **.txt**
- 356 **.pdf**                        **.xls**                      **.jpg**
- 357 **.bmp**                        **.tiff**                      **.tif**
- 358 **.docx**                        **.rtf**                        **.mdi**
- 359 **.xlsx**

360 **Access Keys:**

361 This application contains access keys to improve navigation and provide  
362 information. You will find a list of these keys in the table below:  
363  
364  
365  
366

Button	Access Key
Add Another File	2 – 9 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit Summary	w
Home	h
Log Out	l
Print	p
Prior Page	p
Send Another Response	r
Submit	s
Submit Additional Files	s

367  
368  
369  
370  
371

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section

372  
373

of your browser. The Help feature can be located on the Menu bar of your browser. Any

374  
375

assistive devices that you may be using 270 will also have a list of these shortcut keys in their Help section.

376

**Note:**

377  
378  
379

1. To use these keys on Windows-based browsers select the **Alt** button on your keyboard and the access key simultaneously. On the Mac, use the **Ctrl** key.

380  
381  
382

2. **Internet Explorer Browser Users Only:** In order to trigger the **Browse** button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.

383

**Contacts for Additional Assistance**

384

385

If you need additional assistance, you should contact:

386

**Email:** [odar.hq.rep.mail@ssa.gov](mailto:odar.hq.rep.mail@ssa.gov)

387

388

**Glossary**

389

390

Acceptable File Type      Types of files that are compatible with a given computer program or website. The ERE website currently supports the following type of files:

391

392

393

394 .bmp, .doc, .docx, .jpg, .mdi, .pdf, .tif, .tiff, .txt, .rtf, .wpd,  
395 .xls, and .xlsx.

396  
397 **Barcode** A 2-D barcode determines the ultimate destination (paper folder  
398 and/or electronic folder) for the evidence submitted  
399 (uploaded). The 2-D barcode acts as a portable  
400 database to store the following information: SSN, request  
401 ID number, site number (Disability Determination Service  
402 or ODAR), and document type (e.g., MER, CE). The  
403 request ID number (also known as the turnaround  
404 document number or contract number) is SSA's/ODAR's  
405 unique transaction tracking number, and when received,  
406 can be used to generate a follow-up in the case  
407 processing system. If a Representative fails to submit  
408 the bar-coded information, the document must be  
409 manually indexed at the ODAR.

410  
411 **.bmp** The filename extension for a bitmap file. Bitmap is a common  
412 graphic format used by computers. A graphic or picture  
413 is made up of a number of individual dots (bits) to form  
414 an image. A bitmap is essentially a map of bits (hence  
415 the name). Bitmap files can get very large in size and if  
416 storage space is a factor then it is best to convert the  
417 image into a more compressed format such as .jpg.

418  
419 **.doc** The filename extension for a Microsoft Word document file.

420  
421 **Download** The process of transferring a file from a remote  
422 computer, server, or webpage to your own computer.  
423 Download is the opposite of upload.

424  
425 **ERE** Electronic Records Express, SSA's secure website to be used  
426 primarily for uploading (sending) electronic medical and  
427 other evidence to be considered in determining disability  
428 eligibility.

429 **eDib** Electronic Disability (eDib) is SSA's endeavor for enhancing the  
430 disability claims process. It is a major Agency initiative  
431 comprised of interdependent projects that are designed to  
432 move all components involved in claims  
433 adjudication/review to an electronic business process  
434 through the use of an electronic disability folder. It  
435 expands



Internet use, it automates disability intake, provides electronic access to disability-related information, and will improve overall efficiency of the disability claims process.

e-folder

The electronic disability folder (e-folder or EF) is SSA's electronic disability repository of data that will, when eDib is fully implemented, be accessible by all components involved in the processing of disability claims. Data that is housed in the e-folder will come from many different SSA and ODAR systems as well as from external sources (e.g., medical Representatives). The e-folder is not a case processing system. The e-folder will allow components to share disability case information without having to move a paper folder between components.

Extract

To obtain selected information from a source; an excerpt of a record.

.jpg

.jpg or .jpeg (pronounced "jay-peg") is a standardized image compression format named after its developers (the Joint Photographic Experts Group) that can compress images to very small file sizes, commonly used on the Internet due to faster image transfer rates. JPEG images can contain thousands of colors which make for the format ideal for compressing images such as photographs. The JPEG format can compress images up to around 10% of their original file size without losing too much quality (depending on the image used) although the image will lose its sharpness. JPEG files use both the .jpg and .jpeg file extensions and can be created in most popular graphics applications.

MER

Medical evidence of record (MER) is collected from sources identified by the claimant.

.pdf

The filename extension for a Portable Document Format (PDF) file. PDF is a universal file format developed by Adobe® that preserves all the fonts, formatting, graphics, and color of any source document, regardless of the application and platform used to create it. PDF is a reliable format for electronic document exchange. To view PDF files

you need Adobe Reader® which you can download free at <http://www.adobe.com/products/acrobat/readstep2.html>.

Secure Website

A website that uses encryption and access controls so that personal information sent via the website is not susceptible to interception, loss, or alteration.

.tif or .tiff

TIF or TIFF is short for “Tagged Image File Format” and refers to a type of image format developed by Aldus and Microsoft that is commonly used within computing. It was designed primarily for faster data interchange. TIFF files are basically Bitmap images; they are not restricted in resolution and can be black and white, grey scale or full color. Most (if not all) image editing software can support the TIFF format and TIFF files typically have the .tif or .tiff file extension.

.txt

The filename extension for a text file.

Upload

The process of transferring a file from a personal computer to a server. This process makes the file available to others. Upload is the opposite of download.

.wpd

The filename extension for a Word Perfect Document.

.xls

The filename extension for a Microsoft Excel file.