



Securing today
and tomorrow

Use *Electronic
Records Express*
to Send Records
Related to Disability
Applications

[SSA.gov](https://www.ssa.gov)



State Disability Determination Services (DDS) and Social Security encourage the use of *Electronic Records Express* (ERE) to submit records for disability applications. If you've been asked for, or want to submit, records about an application for Social Security disability benefits or Supplemental Security Income (SSI), consider submitting the information electronically using ERE.

Use *Electronic Records Express* to transmit health, student, and client records

Using ERE to transmit medical records can help ensure your patients or clients receive timely decisions. You can electronically submit records to the DDS, Office of Hearings Operations (OHO), and the Office of Appellate Operations (OAO). ERE can also be useful in quickly transmitting student records, such as the "Teacher Questionnaire" (Form SSA-5665) and the "Request for Administrative Information" (Form SSA-5666). Using ERE allows for timely submissions of records which helps the DDS and Social Security make a decision about a disability application more quickly.

There are many advantages to sending records online or by fax through ERE

- You can send them at your convenience.
- You submit information directly to Social Security, helping to expedite decisions.
- You'll save copying, paper, toner, and postage costs.
- You'll eliminate the need for follow-up requests due to mail transit time.

Sending records electronically is fast and easy

Electronic processes can make it quicker and easier to submit medical and other records securely and directly. This improved process eliminates the wait for mail to arrive and ultimately speeds up processing, so we can give the person a decision sooner.

Secure website or fax

Using ERE, you have the option to submit documents online or by fax to the state DDS or to Social Security any time, day or night.

Regardless of the option you choose, your cover sheet should be the barcode provided by the state DDS or Social Security hearing office. That is important because the barcode directs the

information you submit to the person's unique electronic disability folder. For information about obtaining barcodes or about faxing, contact the state DDS or Social Security hearing office.

Continued support for paper submissions

You can still mail information to the appropriate Social Security office or to Social Security's contract scanning service listed on the request for records.

Frequently asked questions

How will sending records electronically affect our work routines?

There should be minimum disruption to your established routines. Faxes replace photocopies and if you already have electronic patient, school, or client records, you can upload files instead of printing them.

What are the costs?

All *Electronic Records Express* options are free of charge.

Are online options safe and secure?

Access to ERE is restricted, and only authorized users can access it by using their assigned user ID and password. The website uses 128-bit or higher secure socket layer (SSL) encryption to protect record submissions.

Can I fax using my PC fax software?

Yes. The first page of each document, however, must display the barcode you received from the state DDS or Social Security. 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 for that specific level. For example, if you're representing a client at the hearing level, use the barcode provided to you by the hearing office.*

Which file formats are compatible?

We accept files in .doc, .wpd, .zip, .jpg, .bmp, .txt, .xls, .pdf, .tiff, .tif, .docx, .mdi, .rtf, and .xlsx formats.

What's the maximum number of pages I can fax and the maximum files and file size that I can send using ERE?

Please don't fax more than 200 pages. A maximum of 25 files can be uploaded (individually or as a group), and the total size of all files must not exceed 200MB. You should split large submissions into segments. Be sure to use the barcode provided by the state DDS or Social Security for each segment.

For more information

If you'd like to learn more about submitting records electronically, visit **www.ssa.gov/ere**. To sign up, call the ERE Help Desk at **1-866-691-3061** or email ***electronic-records-express@ssa.gov***.

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