

Sending medical records electronically to SSA is fast and easy!



## Electronic Medical Evidence (EME)

- Send records for your patients at your convenience
- Submit directly to SSA with confidence you've done your part to expedite patient claims
- Get a quick start beginning payment processing for your reimbursement
- Choose from a range of efficient options, designed for your needs
- Use your Internet connection or fax

### **EME Options**

#### Fax

Use your office fax to send records any time day or night. The first page of the fax must be the bar coded request letter from the state disability determination service (DDS). The faxes are digitized for claims processing.

#### Secure Web – Single Case (via eData)

Transfer records through the SSA eData Services web site using your existing Internet connection. The only software needed is a Web browser. You type in a small amount of case information from the DDS request letter, then attach your electronic data – scanned paper records, a report generated by your electronic records system, or a report typed in your favorite word processor (Word, WordPerfect, etc.) Or create a new report online.

#### Secure Web – Grouped Files (via eData)

You can send batches of case files via the SSA eData Services web site in a single operation. You must scan each medical record with the DDS request letter as page one. You need a scanner as well as an Internet connection. Many copy services and organizations moving into electronic records have chosen this option.

#### 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. This option is intended for organizations with large request loads and in-house IT support.

**Note:** SSA continues to accept paper records but you will mail them to the SSA designated scan service. The scanned images are used by the DDS and SSA to process the case.

**Electronic Medical Evidence (EME)** is a Social Security Administration (SSA) initiative that offers a range of options for submitting medical records to the state Disability Determination Service (DDS). You choose the method, or methods, that work best for your organization.

### **Program Objectives**

- **Faster decisions for disability claimants.** Fast and reliable electronic delivery increases the likelihood of faster decisions.
- **Increased provider satisfaction.** Electronic records get to the DDS with less labor, and more quickly and reliably. The need for follow-up requests is greatly reduced and payment processing can start sooner.
- **Improved use of public funds.** The transfer, management, and storage of paper are costly for US taxpayers.

### **Flexibility and Easy Transition**

- **Flexible transition paths.** You can ease into the change by trying out a new option while sticking with your current procedures. EME options are mutually compatible, so you can choose the method(s) best suited for your request work load.
- **Continued support for paper submissions.** If you need to deliver paper records, you will mail them to SSA's designated scanning service, which will submit the imaged records for you.

### **Web uploads in three quick steps ...**

**Step 1.** Log in with username and password.

**Step 2.** Identify case information and attach file(s).

**Step 3.** Click "Send" and get confirmation.

### **Frequently Asked Questions**

**Q: How will EME affect our work routines?**

**A:** You can continue to submit records by paper and/or fax while phasing in new EME options, so transition impacts can be minimized. The Web-based options integrate easily with existing work processes. Scanning will replace the photocopying you now do, and if you have electronic records, you upload files instead of printing them or writing them onto a CD.

**Q: *What are the costs?***

**A:** All EME options are free of government charges.

**Q: *What security is provided for Web options?***

**A:** Submitted records are encrypted before going over the Internet. Your account is protected by your confidential username and password combination.

**Q: *May I still fax with my PC fax software?***

**A:** Yes, but page one must be the bar coded request letter for all faxes.

**Q: *May I continue to submit records on CD?***

**A:** At this time no standardized process for accepting CDs is in place. The Web options may save you time and money over CDs.

**Q: *How do I choose an EME option?***

**A:** For planning assistance, discuss your business procedures with the contact noted in this brochure.

**Q: *Which file formats are compatible?***

**A:** A wide selection of file formats is supported. Formats are added as needs are identified.

**Q: *Are SSA's EME options HIPAA-compliant?***

**A:** EME technology is fully consistent with the goals of HIPAA and if used in compliance with a properly designed and implemented HIPAA plan can add significant value in safeguarding the security of your patient data.