



Electronic Records Express

dds.scvrd.net

An initiative by Social Security for sending information related to disability claims

Electronic Records Express (ERE) offers electronic options for submitting health and school records related to disability claims.

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

Online to Social Security's secure website; or

By fax to DDS or to Social Security

The records sent are automatically associated with the applicant's unique disability claim folder.

There are many advantages to sending records through Electronic Records Express online or by fax:

You can send records at your convenience;

You'll be submitting information directly to Social Security, helping to expedite decisions on disability claims;

You'll save the costs of copying, paper, toner, and postage; and

You'll eliminate the need for follow-up associated with the slower speed of traditional mail

For more information
about becoming a provider:

Joseph Finlay
Medical Professional Relations
Supervisor
803-896-6799

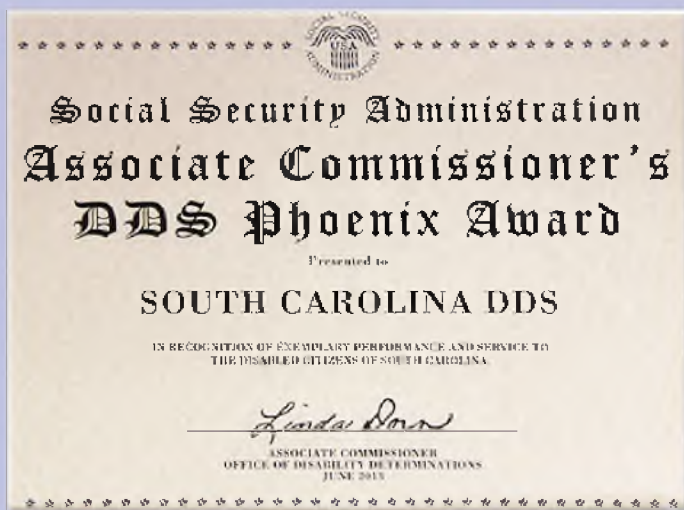
Allison Toy
Medical Professional Relations Officer
Columbia Office
803-896-6708

Candace Harmon
Medical Professional Relations Officer
Charleston Office
843-953-0335

Charles Geer
Medical Professional Relations Officer
Greenville Office
864-282-4056



**Disability
Determination
Services**



DDS honored with Phoenix Award

“I could not be more proud of the staff,” says Shirley Jarrett, Disability Determination Services (DDS) Director. “They are fantastic!”

As Jarrett speaks about the South Carolina DDS receiving the prestigious Phoenix Award in recognition of its exemplary performance and service to people with disabilities in South Carolina, she continually refers to the quality of work and dedication of the DDS staff.

“Our staff exceed their goals and do an incredible job despite the many challenges and obstacles they face,” she says.

The Phoenix Award is a national award conferred by the Social Security Administration’s Associate Commissioner to a DDS that has overcome significant obstacles to achieve agency goals. This year, SC DDS was one of only two states to receive this award.

SC DDS adjudicated 95,320 claims, surpassing their budgeted workload, while maintaining a net accuracy of 97.2% and decreasing processing time for initial claims to 85.5 days. This was accomplished despite an unusually high staff attrition rate and imposed limits in recruiting new employees.

“It is with immense gratitude and pride that I celebrate the Phoenix Award with all of my fellow employees of the South Carolina DDS in recognition of our resolve to provide quality service to the citizens of South Carolina, regardless of the challenges we encounter,” says Jarrett.

With excitement and momentum surrounding the award growing, DDS offices around the state celebrated “Phoenix Award Day” on August 7, with staff enjoying food, recreation and team building games.



Jarrett says that the award has been a big boost to morale, especially as the staff is facing another challenging year.

“I know they can handle it,” she says. “They are amazing.”

