

User Guide for Send CE No Show Response



Office of Disability Determinations

October 2011

Electronic Records Express Website Consultative Examination (CE) Services

Instructions for Send CE No Show Response

On the **Electronic Records Express Home** page, under the **Consultative Examination (CE) Services** heading, select **Send CE No Show Response**.

Selecting this link takes you to a page that allows input of information about the claimant that did not show up for the scheduled CE appointment.

Unless you received the request electronically from the DDS, you will need to have the DDS request letter to enter information in the next few steps.

If you received the CE request from the DDS electronically, you can locate the request under **Access Electronic Request** if you are the CE provider, or **Access Provider's Electronic Requests** if you are CE administrative staff.

Please note that you are responsible for information submitted on the ERE website when using your ERE User ID and password. You should never share your ERE User ID or password with others.

Electronic Records Express Home-Send CE No Show Response-Screen as seen by CE administrative staff

The screenshot displays the Electronic Records Express Home page. At the top, there is a red header with the text "Social Security Online" and "Electronic Records Express". Below the header, the URL "www.socialsecurity.gov" is visible on the left, and "Frequently Asked Questions" and "User Instructions" are on the right. The main content area is titled "Electronic Records Express Home" and "Welcome to Electronic Records Express". It features three main sections: "Consultative Examination (CE) Services", "Document Exchange Services", and "Communication Services". The "Consultative Examination (CE) Services" section includes links for "Pickup Provider's Transcription Reports", "Prepare CE Report for Provider", "Send CE Report(s) with Scanned Signature", and "Send CE No Show Response". A large red arrow points to the "Send CE No Show Response" link. The "Document Exchange Services" section includes links for "Access Provider's Electronic Requests", "Send Transcription Report To Provider", "Pickup Transcription Reports", "Teacher Questionnaire", and "Track Status of Submissions". The "Communication Services" section includes a link for "Secure Messaging: Home Inbox". On the left side, there is a user profile for "John Public" with a "Log Out" button and links for "FAQ's" and "User Instructions". Below this, it says "From here you can also:" followed by links for "Modify your account information" and "Change your password". At the bottom left, there is a security notice: "For your security, please log out and close all Internet windows when you are finished." On the right side, there is a "Bulletin Board" section with the text "Updated 07/07/2010" and a link for "What's New?". Below that, there is a link for "Get important information about Electronic Records Express availability" and a link for "Email for more information" or call toll free: "1-866-691-3061".

Social Security Online
www.socialsecurity.gov

Electronic Records Express

Electronic Records Express Home
Welcome to Electronic Records Express

Evidence Submission Services
[Send Response for Individual Case](#)
[Send Grouped Files](#)

Consultative Examination (CE) Services
[Review/Submit Prepared Requests](#)
[Send CE Report](#)
[Send CE No Show Response](#)

Document Exchange Services
[Access Electronic Requests](#)
[Pickup Transcription Reports](#)
[Teacher Questionnaire](#)
[Track Status of Submissions](#)

Communication Services
Secure Messaging: [Home Inbox](#)
Communication Utility: [Send E-Mail](#)

Bulletin Board
 Updated 08/22/2010
[What's New?](#)
 Get important information about Electronic Records Express availability.
 Email for more information or call toll free: 1-866-691-3061

John Public
 John.Public@ssa.gov
 4433481733
 Log Out

FAQ's
 User Instructions

From here you can also:
[Modify your account information](#)
[Change your password](#)

For your security, please log out and close all Internet windows when you are finished.

Shown above is the Electronic Records Express Home page as seen by CE providers

Social Security Online
www.socialsecurity.gov

Electronic Records Express

Electronic Records Express Home
User Instructions

John Doe
Log Out

Help Desk: 1-866-691-3061

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 if applicable)

Cancel Continue

Select the destination and complete all fields

Step 1—Destination and Request Information

- Enter the three-character **Site** code from the barcode. The **Site** code begins with a letter, followed by two digits. If you make a mistake you may backspace and enter the correct letter or digits;

or

Select the **State** from the dropdown. After choosing the **State**, the **Destination** list updates and lists the offices in the State you selected. Select the **Destination** from the dropdown;

or

Just select the **Destination** from the dropdown.

- Obtain the following information from the CE request letter when responding to a non-electronic request:
 - Enter the Social Security Number (**SSN**). *Only files for one SSN can be sent with this transaction.*
 - Enter the Request ID (**RQID**). The Request ID is the document number or serial number which is usually located on the request letter near the barcode.
 - Select the appropriate **RF (Routing Field)** option, or **No RF or No Barcode** if not displayed on the request letter.
 - Select the appropriate **DR (Document Return Code)** option, or **No DR or No Barcode** if not displayed on the request letter.
 - Enter the **CS (Check Sum Digits)** if available, or leave this field blank if not displayed on the request letter.
- Select **Continue** to go to the next step or select **Cancel** to return to the **Electronic Records Express Home** page.

Step 2—Complete Reason

- Select the reason the exam was not performed. Based on the reason you select, comments may be required. .
- Type **Comments**, if needed. Provide information about why the exam was not performed. Type-in and/or cut-and-paste your text (up to 16,000 characters, approximately three letter size pages) directly into the box provided. The remaining character count shows beneath the box. .
- Select the **Submit** button to forward the information to the **Destination** selected in Step 1.

Social Security Online		Electronic Records Express	
www.socialsecurity.gov		Electronic Records Express Home	
John Doe <input type="button" value="Log Out"/>		Send CE No Show Response Report Complete Reason (Step 2 of 3)	
Help Desk: 1-866-691-3061			
Destination and request summary:		Destination: CT - Hartford DDS [S08]	SSN: 234-23-3242
		RQID: 546234234234	RF: D
		DR: F	CS:
		<input type="button" value="Edit Summary"/>	
Select a reason and provide comments about why the exam was not performed:		Reason: [Select Reason]	
Additional Comments: You can type up to three letter size pages (approximately 16,000 characters) of comments.		Based on the reason you select, comments maybe required. Otherwise, comments are always optional.	
		Comments: <input type="text"/>	
		Characters remaining: 16000	
		<input type="button" value="Cancel"/> <input type="button" value="Prior Page"/> <input type="button" value="Submit"/>	

Step 3—Tracking Information

Electronic Records Express

Social Security Online User Instructions

www.socialsecurity.gov Electronic Records Express Home

John Doe **Send CE No Show Response Report**
Tracking Information (Step 3 of 3)

Log Out

Help Desk: 1-866-691-3061

Thank you for your submission.

Please retain your tracking number in case there are errors or problems that prevent us from processing your submission.

Response Information:	Tracking Number: 1313D3B512D0E057	Tracking Number
	Date and Timestamp: 07/18/2011 at 08:32 AM EDT	
	Destination: CT - Hartford DDS [S08]	SSN: 234-23-3242
	RQID: 546234234234	RF: D or blank
	DR: F	CS:

The specified reason was:
No Show/No Contact with Patient

Additional comments were entered during this submission.

Step 3—Tracking Information

- After your submission uploads, Electronic Records Express provides a **Tracking Information** page. The **Tracking Information** page provides a tracking number for you to keep and use if you want to check on the status of your submission. It also displays the reason you specified in Step 2 indicates if Comments were entered during submission.
- If you do not receive the **Tracking Information** page, please resubmit the information.
- If you continue to have transmitting problems, contact the **Electronic Records Express** Website Help Desk at EETechSupport@ssa.gov or 1-866-691-3061.
- If you have additional responses to send, you can select whichever button is displayed for you, **Send Another Response** or **Review Another Request**. This returns you to an earlier step in the process.

NOTE: We **strongly recommended** that you print or take a screenshot of the **Tracking Information** page for your documentation. To do this, simply select **ERE Print** located at the bottom of the page. This print link works the same as if you selected File and Print from your browser's menu. You cannot bookmark and save a **Tracking Information** page, and you will not be able to retrieve it later once you exit the webpage.

Access Keys

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

Button	Access Key
Cancel	n
Continue	c
Edit Summary	w
ERE Home	h
ERE Print	p
Log Out	l
Prior Page	p
Request Payment	y
Send Another Response	r
Submit	s

Other keyboard commands, hotkeys or access keys will vary based upon browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the “Alt” button on your keyboard and the access key simultaneously.

How to Get Important Information about Electronic Records Express Website Availability

You may subscribe to receive ERE website availability notifications through the GovDelivery services on the Social Security Administration's Electronic Records Express internet website: [Social Security Online: Electronic Records Express](#). Please see the following website for *GovDelivery* FAQs:
<https://service.govdelivery.com/service/help.html#general1>

To subscribe to the ERE website availability notification, follow these instructions:

- Click  [Get important information about Electronic Records Express website availability.](#)
- Type your email address and select **Go**
- Confirm your email address
- Select “Send updates immediately by e-mail.”
- Choose an optional password
- Select **Save**
- Select **Next**
- Subscribe to additional topics by checking the boxes or unsubscribe by un-checking the boxes
- Select **Save**
- Subscribe to topics from other agencies by checking the boxes or unsubscribe by un-checking the boxes
- Select **Save**

****Once you have subscribed, you will receive a Subscription Acknowledgement e-mail with instructions on how to update your user profile****