User Guide for Send CE No Show Response

Office of Disability Determinations

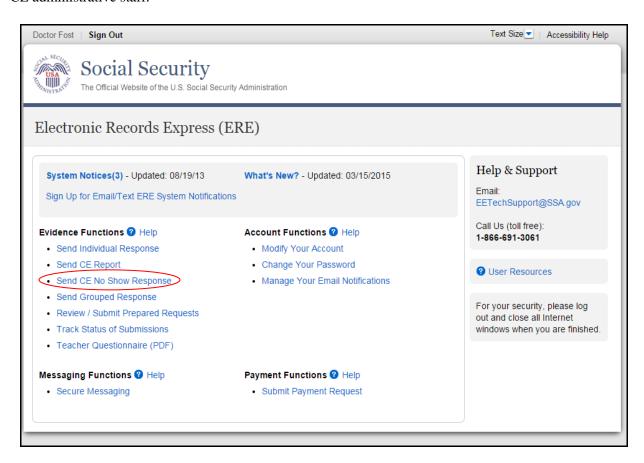# October 2015

Electronic Records Express (ERE): Send CE No Show Response
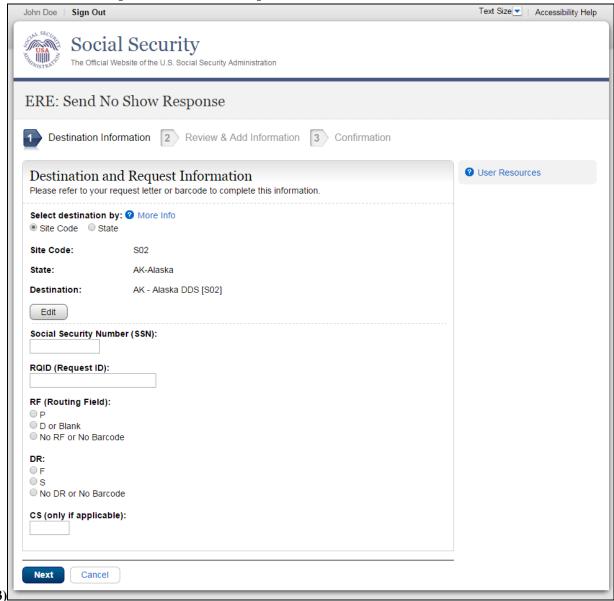
Instructions for Send CE No Show Response

On the **Electronic Records Express Home** page, under the **Evidence Functions** 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 Requests** if you are the CE provider, or **Access Provider's Electronic Requests** if you are CE administrative staff.

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Destination and Request Information (Step 1 of

Social Security
The Official Website of the U.S. Social Security Administration

ERE: Send No Show Response

1 Destination Information **2** Review & Add Information **3** Confirmation

Destination and Request Information
Please refer to your request letter or barcode to complete this information.

❓ User Resources

Select destination by: ❓ More Info
● Site Code   ○ State

Site Code: S02

State: AK-Alaska

Destination: AK - Alaska DDS [S02]

[Edit]

Social Security Number (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 (only if applicable):

[Next] [Cancel]

3)

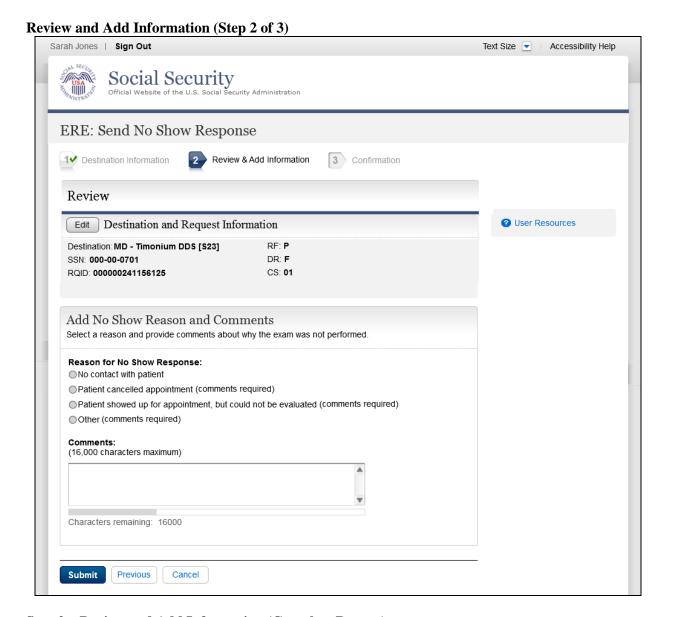## Step 1—Destination and Request Information

- Select the DDS Destination by first selecting the appropriate radio button depending on your desire to search by either Site Code or State

- Enter the three-character **Site** code from the barcode. The **Site** code begins with a letter, followed by two digits.

or

- Select the **State** from the dropdown. After choosing the **State**, the **Destination** list updates with the offices in the State you selected. Select the **Destination** from the dropdown.

  Please note that you are responsible for information submitted on the ERE website when using your ERE User ID and password. Never share your ERE User ID or password with others.   *3*

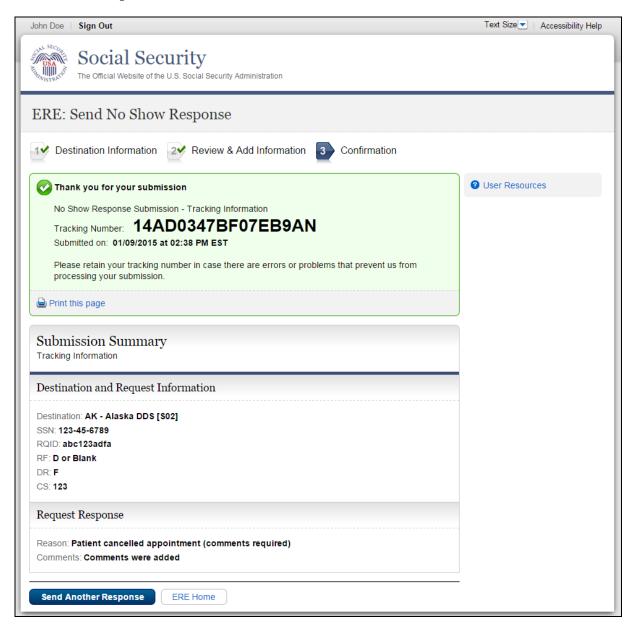# Electronic Records Express (ERE): Send CE No Show Response

- Obtain the following information from the CE request letter if you did not receive the request electronically (this information populates for you if you received an electronic CE 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 that 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 the **Document Type** from the drop down box.

  - Select **Next** to go to the next step or select **Cancel** to return to the **Home** page.

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Review and Add Information (Step 2 of 3)

Step 2—Review and Add Information (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.

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Confirmation (Step 3 of 3)

Step 3—Confirmation

- After your submission, Electronic Records Express provides a **Confirmation** page. The **Confirmation** page provides a tracking number for you to keep and use if you want to check on the status of your submission. The **Confirmation** page indicates the specific files and/or comments that you transmitted.

- If you do not receive the **Confirmation** page, please resubmit the materials.

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- 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 CEs to send, you can select **Send Another Response.**

To Submit Payment Request, after reviewing the summary select the **Request Payment** button at the bottom of your screen as shown in the image above (*Confirmation with fiscal*).

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

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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
Next	n
Submit	p
User Resources	u

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" or "Ctrl" 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://subscriberhelp.govdelivery.com/hc/en-us

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

- Click "**Sign Up for Email/Text ERE System Notifications**" on the Electronic Records Express Home Page,
- Type your email address and select **Submit**
- Confirm your email address
- Select "Send updates immediately by email."
- Choose an optional password
- Select **Submit**
  You will receive a "Success" confirmation.
- Select **Close** to exit**.**

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