

**Completing Quality SOAR (SSI/SSDI Outreach, Access, and Recovery)  
Applications: Using Medical Records and Listings for Quick Decisions!  
June 27, 2018**

Substance Abuse and Mental Health Services Administration  
(SAMHSA) SOAR Technical Assistance Center  
Policy Research Associates, Inc.  
U.S. Department of Health and Human Services



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# WEBINAR INSTRUCTIONS

- Muting
- Recording availability
- Downloading documents
- Questions and Answers

# AGENDA

## **Optimizing Medical Records Collection and Electronic Submission to DDS (Division of Disability Determination Services) for Quick Decisions**

- Jennifer Forde, DDS QA (Quality Assurance) Reviewer, Disability Determination Division (DDD), Washington, DC

## **Miriam's Kitchen Secret SOAR Sauce to Success!**

- Kate Baasch, MA ATR-BC, LPC, Senior Clinical Case Manager, Miriam's Kitchen, Washington, DC
- Angela Owczarek, Senior Case Manager, Miriam's Kitchen, Washington, DC

## **Questions and Answers**

- Facilitated by the SAMHSA SOAR TA Center

# Welcome!

Robert Grace  
Public Health Advisor  
Homeless Programs Branch  
Center for Mental Health Services  
Substance Abuse and Mental Health Services Administration

June 27, 2018



**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

# What Makes SOAR Unique?

SOAR-trained case workers are the heroes!



## SOAR WORKS CRITICAL COMPONENTS



01

Using the SSA-1696 Appointment of Representative form



02

Collecting & submitting medical records

Writing & submitting a Medical Summary Report

03



Obtaining Co-signature on a Medical Summary Report



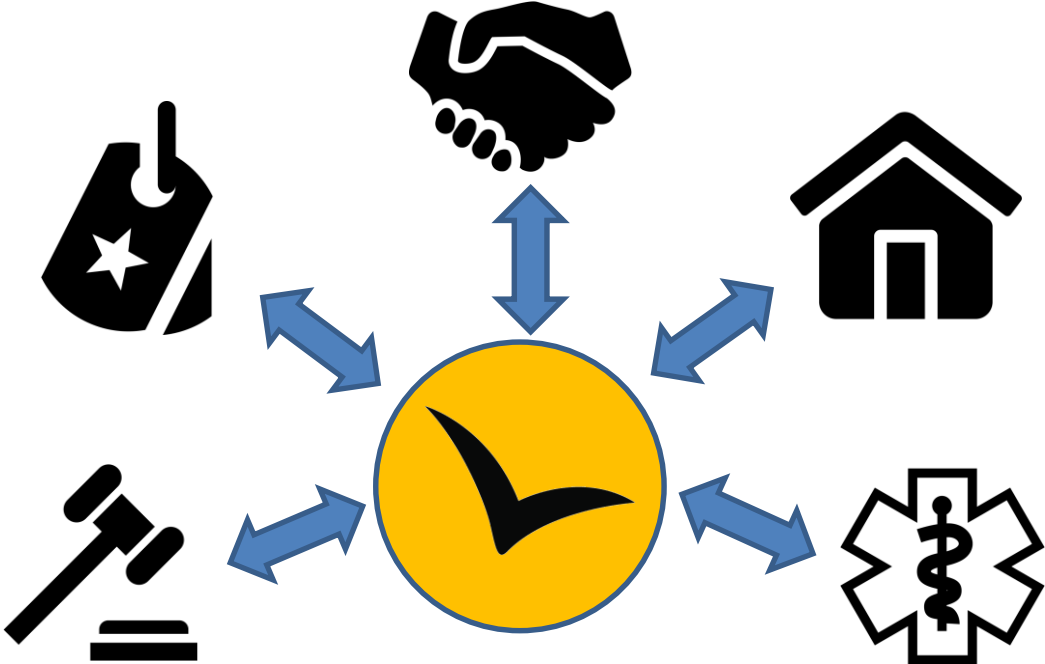
04

Completing a quality review of applications before submission

05

Applications that use all five of the critical components are significantly more likely to be approved!

# Community Collaborations



# SOAR Critical Components: Medical Records Collection and Electronic Submission to DDS for Quick Decisions

Jennifer Forde  
DDS QA Reviewer  
Washington, DC

June 27, 2018



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# SSA Disability Defined

## The Social Security Administration (SSA) considers a claimant disabled:

- if he or she has a medically determinable physical or mental impairment (or combination of impairments);
- that prevents him or her from doing any substantial gainful activity (SGA), and;
- has lasted or is expected to last for a continuous period of at least 12 months, or is expected to result in death

<https://www.ssa.gov/disability/professionals/bluebook/general-info.htm>

# The Listings

- There are some medically determinable physical and mental impairments, called Listings, where if the evidence in file supports the allegations, the claimant is found disabled.
  - <https://www.ssa.gov/disability/professionals/bluebook/AdultListings.htm>
  - A medically determinable impairment is defined as an impairment that results from anatomical, physiological, or psychological abnormalities that can be shown by medically acceptable clinical and laboratory diagnostic techniques.
  - The medical evidence must establish that an individual has a physical or mental impairment; a statement about the individual's symptoms is not enough.

## Medical Records Are Critical to the Disability Evaluation Process!

- They function to:
  - Determine if the claimant's allegations of disability meet SSA criteria
  - Document the duration and severity of the claimant's allegations

## How to Register for ERE:

1. Contact the State Agency Sponsor – Usually the Office Medical Relations/Professional Relations Officer
2. Provide a Username and a Primary Email Address

# Electronic Records Express (ERE)

## Benefits of ERE:

- No Snail Mail - The request for medical records goes to the primary email provided. This saves time and money!
- Rapid Receipt of Medical Records – The uploaded medical records is quickly associated with the claimant's case!

# Case Development Tips

## Medical Records are critical to quick case decisions!

- Any medical records you can provide helps. A few more things to keep in mind:
  - Including a SSA-1696 in file to document the claimant has a SOAR representative
  - Timely and thorough completion of any forms sent to the claimant
  - Providing accurate contact information for the claimant to the DDS
  - Informing the Disability Examiner of any additional medical treatment sources
  - Attending any Consultative Examinations (CE's) scheduled for the claimant

# SOAR Case Processing at the DC DDD

- Email or phone the office SOAR contact
  - When the case is initially transferred to the DC DDD- this makes case assignment to the SOAR unit possible
  - If there is any question about which Disability Examiner has the case, then contact information can be provided for the Disability Examiner and his/her Supervisor as needed

# Miriam's Kitchen "Secret Sauce" for Efficiently Organizing and Submitting Medical Records to DDS

Kate Baasch and Angela Owczarek  
Miriam's Kitchen  
Washington, DC

June 27, 2018



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# SOAR Success!

- Organized medical records
- Cross-referenced with appropriate Listing
- Submitted Medical Records via Electronic Records Express (ERE)
- <https://soarworks.prainc.com/content/dds-approval-4-hours>



## A DDS Approval in 4 Hours!

By [SOAR Voices Blog Contributor](#)

May 22, 2018

*By Kate Baasch, M.A., ATR-BC, L.P.C., Senior Case Manager & Art Therapist at Miriam's Kitchen in Washington, D.C.*

[Miriam's Kitchen](#) is thrilled to share this recent SOAR success. Disability Determination Services (DDS) decided a Supplemental Security Income (SSI) claim for us in 4 hours and the number of days from application submission to decision was 35! Here's how it happened:

# Relationship and Collaboration with DDS

- Structure of Relationship
- Introduction and Establishment of Relationship
- What the Collaboration looks like for us
- Trust-building

# Relationship and Collaboration with DDS

- Reliance on “organized” records
  - Review for chronology, categorize by focus of symptoms/presenting problems
- Using ERE for quicker DDS processing
  - Redacted ERE example

# Redacted ERE Example

- How it works
- Why it is important

2/5/2018 Step 3 of 3, ERE: Send Individual Response, Social Security

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

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**ERE: Send Individual Response**

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1. Destination Information  
2. Review & Add Files  
3. Confirmation

**Thank you for your submission**

Individual Response Submission - Tracking Information

Tracking Number: [REDACTED]

Submitted on: 02/05/2018 at 01:44 PM EST

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

User Resources

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**Submission Summary**  
Tracking Information

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**Destination and Request Information**

Destination: DC - Washington D.C. DDS [S11]  
SSN:  
RCID:  
RF: D or Blank  
DR: S  
CS: Edd9  
Document Type: Medical Evidence of Record (MER) - 0001

Uploaded File(s)

File Name	File Size
GWJ Testing and ER 03.2017.pdf	25248 KB
GWJ ER 01.2017 - SOB.pdf	1499 KB
GWJ ER 11.2016-12.2016 - BDs.pdf	6078 KB
GWJ ER 08.2012 - Aches and Pains.pdf	1679 KB
GWJ ER 2011 and ER 2007 - SOB.pdf	11909 KB
<b>Total File Size</b>	<b>46,413 KB</b>

Comments: Comments were added

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[ERE Home](#)

Please type your question into the Q&A box on the right of your screen.

# Thank You

SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

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