

Maryland State Department of Education
Division of Rehabilitation Services
DORS/DDS Exchange of Medical Records

Reference: [RSM 2, Section 203.03](#)

The following process is to be followed regarding the exchange of medical records between DORS and DDS.

DDS Records Requested by DORS

DDS will share records requested by DORS without a written consent from the applicant or eligible individual or the individual's representative upon learning that the DORS consumer has applied for SSA disability benefits.

1. DORS staff will email the DDS exchange mailbox: PH.MD.S23.DDS.Transfer.DORS@ssa.gov. The request will specify claimant's name, date of birth, and what records are being requested.
2. Responsible DDS staff will ensure requests from DORS for SSA records are for open DDS cases. If an open case does not exist, records will not be available.
3. Requested records will be transferred to DORS via secure email to DDS.Transfer.DORS@maryland.gov.
4. DDS will keep complete records of each transfer of SSA Data to DORS and will retain such records for a minimum of three and up to seven years.
5. Responsible DORS staff will attach the requested documents in the consumer's electronic case file and retain such records for a minimum of three years.

DORS Records Requested by DDS

DDS will request records from DORS without written consent from the applicant or eligible individual or the individual's representative upon learning that the DDS claimant is/has been a DORS consumer:

1. DDS Examiner will email the DORS exchange mailbox: DDS.Transfer.DORS@maryland.gov
 - a. The request will specify the claimant's name, date of birth, and what records are being requested.
 - b. The email will be directed to the responsible DORS staff who will be primarily responsible for responding to the request.
 - c. **DDS staff: Do not generate a written request through NCPS.**
2. Add a Case Note in NCPS documenting that the request was submitted via email.
3. If records are not received within 7 days, send a follow-up email to the DORS exchange mailbox.
4. DORS will submit the requested records, if available, via email to PH.MD.S23.DDS.Transfer.DORS@ssa.gov.