



Maryland Disability Determination Services Medical Relations News

2023

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With Appreciation & Gratitude

In September 1993, I began my career in public service with the Maryland Disability Determination Services. I have served in the role as Medical Relations Director since August 2007. This opportunity afforded me the ability to travel the entire state visiting many of you in person and most recently virtually. The collaborative partnerships that we have developed over the years is something for which I will be forever grateful. Each one of you and your staff have demonstrated an ongoing commitment and dedication to the Maryland DDS and most importantly, the Maryland citizens applying for Social Security Disability.

My retirement date is effective January 1, 2024. During this time of transition, the agency is working to hire a new Director for the Medical Relations Office. We are hopeful that this individual will start prior to my departure or soon thereafter. Information about new hires and point of contacts will be provided as soon as they are available. Included in the newsletter is an article about how the department will handle communication to ensure exceptional levels of customer service.

It is bittersweet moving on from an agency with a critical mission that challenges me daily and a community that I have been surrounded by for 30 years. The opportunity to spend time with my young son and family is impossible to pass up. I may be retiring from the MD DDS but not from life, as Adventures await!

Wishing you all the best in your adventures to come.

Caroline Mason



From the desk of Carol Harsel, Medical Relations Supervisor

Just when you thought you had digested the news of Caroline's retirement, I am announcing mine as well!

As of December 1, 2023, I will be retiring from state service. I have been in the role of Medical Relations Supervisor at the Maryland Disability Determination Services for the last nine years. Prior to that, I was a disability examiner in this agency. It has been challenging work and I have found great satisfaction in helping claimants navigate the process of applying for disability benefits.

One of my favorite parts of the job has been interacting with all of you - the consultative examination providers!!! You represent such a wonderful, wide variety of medical and mental health professionals. It has been my great pleasure to have had the opportunity to meet one on one with so many of you over the years during on-site visits and new provider orientations. We have accomplished so much on behalf of the disabled citizens in Maryland. I am grateful for your partnership serving these vulnerable individuals. While the work remains important, it's time for me to step back and take a breather. Although I am stepping away from state service, I fully plan to continue a life of service, for after all as Muhammad Ali aptly put it, "Service to others is the rent you pay for your room here on earth."

Best to you all,

Carol Harsel



We are aware of the technical issues users are experiencing when trying to access documents or upload reports using the website. This is due to the age of the system and the need for a rewrite of the program. We apologize for the inconvenience this is causing.

You may receive the following errors:

- “We cannot process your request at this time” if you have multiple tabs open in your browser.
- “Access Forbidden” if you are using a virtual machine (a computer that connects to another computer)

If you receive an error, follow the instructions below:

- Log out of the website
- Clear the cache
- Wait a few minutes before logging back in
- Click on this link to log in: <https://eme.ssa.gov>
- Do not have any other tabs open when logging in

If you receive an error message on the website, please provide details via email to cindi.cannon@ssa.gov

ERE Tips

- ◆ When logging in, **do not save your password**. If you receive a message to change your password and your old password was saved, you must follow the instructions for “removing stored passwords” in the browser you are using.
- ◆ Once the report or invoice have been submitted, the name is moved to the “closed” queue where you have access to the authorization.
- ◆ The ERE website is compatible with three browsers: Safari, Chrome and Edge



Upload your invoice for “no show” exams

You now have the option to upload your invoice for broken appointments via your ERE account. You will notice some changes in the ERE queue. Please note:

- only the CE provider can upload a report and invoice from **their** ERE queue
- invoice must be signed and dated
- invoices can still be submitted via fax

See instructions below for uploading the invoice:

Log in to the ERE website –

<https://eme.ssa.gov>

Electronic Records Express

Access Electronic Requests

ERE: Access Electronic Request

Select the claimant’s name

ERE: View/Submit CE Request

Request Response

Select “No” under “Was a Consultative Exam performed?”

Add Reason

Select an option under “Reason for No Show Response”

Submit

Submit Payment Request

ERE: Request CE No Show Response

Payment

Complete the required fields

Next

Upload Invoices

Select “Yes” under “Do you have invoices to upload?”

Next

Invoice Types

Select “Invoice from DDS”

Upload Invoice (s)

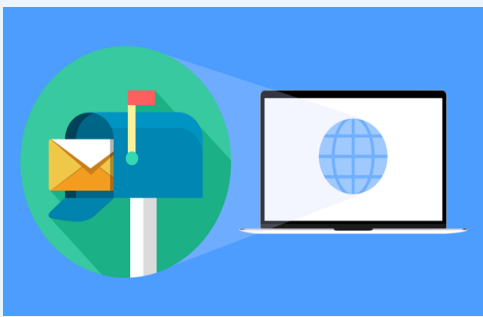
Click on “Choose File” and attach the invoice

Payment Request Agreement

x off the box next to “I have read and agree with the above”

Submit

You will receive a confirmation page



Shared Mailbox: A New Way of Communicating

In an effort to continue to support you and your staff with the customer service you deserve, we have created a shared team email box for all CE provider needs. Shared email boxes provide a great value for efficient work and support to our customers. This will allow us to streamline all emails into one queue, improve our responsiveness and productivity.

Moving forward, all communication should be directed to
CE.Scheduling.MD.DDS@ssa.gov

This mailbox will be monitored regularly, and the email will be directed to the available staff member to handle your concerns.

Maryland DDS Consultant Recruitment

As part of the disability adjudication process, the Maryland Disability Determination Services (DDS) employees Physicians, Psychiatrists and Psychologists. These are professional positions responsible for providing consultative medical services and a review of medical records in accordance with regulations of SSA.

These positions are posted on the Maryland State Government website. For more information, please use the link below:
<https://jobapscloud.com/MD/>

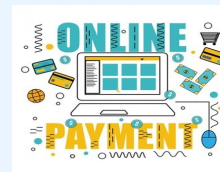
Filter Open Jobs

Keyword: Physician or Psychologist
Location: Baltimore County
Department: MD State Department of Education

Fiscal Tips and Reminders



- Date invoices with a current date - not a future date
- The exam date on the report and invoice must match
- Fax the invoice or invoice with CE report only once.
- Our barcoded invoice must always be the top page of the fax or ERE upload
- If updating your tax ID or payment address, you must submit a W9 and letter on business letterhead
- All CE Providers using electronic funds transfer must set up an account with the General Accounting Division (GAD) using the following link:
[Log On to GAD's Online Service Center \(marylandtaxes.gov\)](http://marylandtaxes.gov), most importantly for those providers using a third party company for payment inquiries
- Using GAD's Online Service Center, payments can be researched 24 hours a day 7 days a week from any internet access
- Submit payment inquiries via fax to 410-308-4416. Include the 14 digit authorization number, case number, claimant's name and date(s) of service
- Allow 6 to 8 weeks for payment processing before reaching out to our Fiscal Department for payment status



Electronic Funds Transfer

Still receiving a paper check in the mail? Per the U.S. Postal Service, check fraud is a growing concern when receiving checks in an unsecured public facing mailbox. Please consider receiving electronic funds.

- * funds are deposited directly to your bank
- * safer way to receive payments
- * no waiting for checks in the mail
- * monitor your payments on GAD's Online Service Center

Ready to sign up? Click on the link below to access the enrollment form:
[ACH/Direct Deposit Authorization for Vendor Payments \(marylandtaxes.gov\)](http://marylandtaxes.gov)