



SOAR Packet 3 Clark County, WA

Packet 3: Send to Disability Determination Services (DDS) through Electronic Records Express (ERE) or FAX

Note: If you do not receive a barcode document within 3-4 weeks of submitting Packet 2, call DDS and request one. If you don't have access to ERE, please reach out to Suzanne for how to obtain access.

ERE: Upload documents in this order:

*You will need the Barcode document to enter the ERE system

- ✓ **Personal History Report-** *Don't forget to sign it*

FAX: Fax documents in this order to the adjudicator:

- ✓ **The Barcode Document**
 - a) This document must be on top of all faxed items
- ✓ **SOAR fax cover sheet**
- ✓ **Personal History Report-***Don't forget to sign it*

Timeline:

- ✓ After Packet 2 has been sent to SSA begin writing Personal History Report (should be started within three weeks of submitting Packet 1)
- ✓ If you have not heard from the DDS adjudicator within one month of your client's protective filing date, you will need to call DDS and ask if your client has been assigned. The number to call is 800-562-6074
- ✓ Once you've made contact with the adjudicator, request the barcode. You may have to leave a voicemail for the adjudicator asking them to send it to you
- ✓ Personal History Reports should be uploaded via ERE within a month and a half from your client's protective filing date. No later than two months from protective filing date if you haven't received all the requested records

Note: If you do not receive the barcode from the disability adjudicator, the best option is to call DDS at: 1-800-562-6074. You will speak to a receptionist who can look up your client's adjudicator, but you must have the answers to the security questions (place of birth, mother's maiden name, and father's name). Once you have the name of the adjudicator and their phone number, ask to be transferred. If the adjudicator doesn't answer, leave a message indicating you would like a copy of the barcode either mailed or faxed to you (your preference).

If you call and leave a message or speak to the adjudicator and don't receive the barcode, please let Suzanne know and she will go through the proper channels to assist with this. If you experience that you are leaving messages for the adjudicator (to update he/she on your client's information) and they aren't calling you back, please contact Darby.