



# Social Security

## Electronic Services For Appointed Representatives

### Hearings and Appeals

[www.socialsecurity.gov](http://www.socialsecurity.gov)

## To access your clients' eFolders

Appointed representatives can access their clients' electronic claim folders (eFolders) pending at the hearing level via a secured website. To enroll for eFolder access, you must:

- Receive an invitation from Social Security;
- Complete the Form SSA-1699, *Registration for Appointed Representative Services and Direct Payment*, that is received with the invitation; and
- Be issued a USER ID and a REP ID. The USER ID is for accessing the website and the REP ID is the representative's unique identifier that helps Social Security identify representatives for official business purposes.

You also must:

- Have a text-enabled cell phone;
- Present a government-issued identification; and
- Complete the in-person enrollment process with a Social Security employee.

After you enroll, you will have secure access to clients' eFolders pending at the hearing level. You will be able to see and download all documents in those folders.

If you would like to learn more about accessing your clients' eFolders, contact your local hearing office. You also can send an E-mail to *oho.hq.ars@ssa.gov*.

## How to submit evidence electronically

Sending your clients' evidence to us electronically is fast and easy:

- Submit evidence through a secured website using your existing Internet connection. Electronic Records Express allows you to send evidence at your convenience directly to your client's eFolder; or
- Use your office fax and the bar-coded cover sheet provided by the hearing office or Appeals Council.

If you would like to learn more about submitting evidence electronically, contact your local hearing office. You also can send an E-mail to *electronic-records-express@ssa.gov*.

## Video hearings

A video hearing allows you and other participants to appear at a location that may be more convenient for your client. A video hearing is the same as a hearing at which you appear in person. The judge can see and speak with anyone who appears at the hearing. The hearing is secure and your privacy is protected.

Video hearings also can be done from your office through the Representative Video Project.

## Representative Video Project

The Representative Video Project (RVP) allows you and your client to participate in administrative law judge hearings from your office using approved video conferencing equipment. You are responsible for purchasing the equipment. Social Security will not bear any of the costs for the acquisition, installation or operation of representative-owned video conferencing equipment and site. However, we will provide testing and trouble-shooting support.

The benefits of RVP include:

- Reduced travel time and expenses;
- Improved efficiency; and
- A more comfortable environment for your client.

Social Security's top priority is to ensure that each claimant receives a fair and accurate disability decision. Our Office of Quality Performance has reviewed the video hearings and determined that they are just as accurate as holding a hearing in person.

To sign up for RVP, send an E-mail to [oho.hq.Video.Project@ssa.gov](mailto:oho.hq.Video.Project@ssa.gov) to request an RVP agreement. After you have filled out and signed the agreement, E-mail a scanned copy back to [oho.hq.Video.Project@ssa.gov](mailto:oho.hq.Video.Project@ssa.gov), or fax it to **1-703-605-8434**, Attention: RVP.

## Related publications

You also may be interested in the following publications:

- *Use Electronic Records Express To Send Records Related to Disability Claims* (Publication No. 05-10046);
- *Why You Should Have Your Hearing By Video* (Publication No. 70-067);
- *The Appeals Process* (Publication No. 05-10041); and
- *Your Right To An Administrative Law Judge Hearing And Appeals Council Review Of Your Social Security Case* (Publication No. 70-10281).



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