EM - Emergency Message

Identification Number: EM-20012 SEN REV 2
Intended Audience: RCs/RCs/ADs/FOs/TSCs/WSUs
Originating Office: DCO OPSOS
Title: VIPr special instructions due to COVID-19 – One-Time-Only Instructions
Type: EM - Emergency Messages

Program: All Programs
Link To Reference:

Effective Date: 06/29/2020

Retention Date: 07/30/2021

This EM replaces the version issued 4/27/2020.

Summary of changes:

A. Purpose
   - No changes

B. Background
   - No changes

C. Option for Using VIPr for Telephone Contacts
   - No changes

D. Required Instructions for VIPr Coding of Dire Need In-Office Appointments
   - Clarifies Dire Need In-Office Appointment reasons
   - Eliminates the use of the special study code of “COVID-19 Dire Need”
   - Clarifies the instructions on the interview type as ‘office’ for dire need interviews
   - Adds instructions on selecting appropriate dire need topic when a visitor must come into the office

E. Mandatory Daily Management Validation of VIPr Interview Type/Topic
   - Emphasizes management is accountable for ensuring the integrity of our VIPr data.
   - Addition of recommended practices to assist in
reducing the number of appointments erroneously coded as in office in VIPr

F. Reminders
· Added reminders to assist in reducing the number of VIPr contacts erroneously coded as office when they should have been coded as phone.

A. Purpose
To provide:
1. Visitor Intake Process Re-write (VIPr) procedures that can be used when handling telephone service inquiries and phone appointments
2. Mandatory instructions for coding VIPr for in-office appointments during the COVID-19 Pandemic
3. Required instructions managers must follow to ensure VIPr is coded properly

B. Background
In response to the COVID-19 pandemic, we are limiting in-person service at field offices to appointments only for certain dire need situations. As a result, the public is contacting FOs by phone in lieu of visiting the office, and FOs need an efficient way to manage the call volume. EM-20010 SEN REV 3, Disaster Procedures – Coronavirus Disease 2019 (COVID-19) Pandemic, provides special instructions for managers to follow when scheduling dire need in-office appointments.

C. Option for Using VIPr for Telephone Contacts
To provide FOs with flexibility to utilize VIPr for phone interviews, users may now select ‘phone’ as contact type for all telephone contacts, for example:
· Scheduled current and future phone appointments;
· Unscheduled telephone interviews, either incoming or outgoing;
· Telephone contacts related to internet claims, and
· Post-entitlement actions completed by phone.

Below are the instructions to follow when adding phone contacts into VIPr.
1. Interviewers should follow SM 31040.080, Manually Adding Visitors in the Visitor Intake Process Re-write (VIPr) Application, when
manually adding telephone callers into VIPr.
2. While on the phone with the caller, interviewers
manually add the caller into VIPr completing the
appropriate on-screen entries.
3. Refer the interview to the appropriate contact
board.
4. Select the contact once again.
   
   NOTE: This will populate the
   *Office/Phone* drop down box within
   the new Contact Screen and allow
   the user to select ‘phone’ as the
   interview type.

5. Carefully select the topic that best captures the
   service(s) requested.
6. Add remarks to include a “call back” phone
   number and other remarks, as directed by
   management.
7. Refer interviews to subsequent interview
   groups, as necessary.

**D. Required Instructions for VIPr Coding of Dire Need In-
Office Appointments**

1. Only field Office managers are authorized to schedule
   in-office appointments during the COVID-19 pandemic.
Managers should schedule an in-office appointment for a
visitor ONLY if the visit reason meets the dire need
criteria outlined in [EM-20010 SEN REV 3, (Disaster
Procedures – Coronavirus Disease 2019 (COVID-19)
Pandemic, Section F1 Limited In-Person Interviewing)].
Specifically, the EM indicates the following are approved
reasons for in-office appointments/ interviews:
   · Enumeration for original SSNs
     o for all applicants age 12 or older;
     o for Aliens in dire need of State or
       Federal assistance programs;
     o for Aliens who have already
       obtained employment and need SSN
       card to begin work or obtain
       healthcare coverage; and
     o for victims of severe forms of
       trafficking who are need of Federal
       or State assistance ([RM
       110211.075H])
   · Immediate Payments
   · Death Corrections
2. Managers must select the appropriate topic(s) and
   Alternative Interview Type (AIT) based on the type of
interview to be conducted. When coding the appointment in VIPr, follow these instructions.

- **Interview Type**: Ensure you code the type of interview as ‘office’ for these dire need situations.

- **Topic Category**: When adding in-office dire need visitors, you must select the interview topic that best identifies the dire need reason why the visitor must come into the office.

**E. Mandatory Daily Management Validation of VIPr Interview Type/Topic**

At the end of each work day (including weekends if overtime is worked), managers must ensure the interview contact type (i.e., office or phone) for all interviews/appointments and the interview topic for all in-office interviews/appointments are annotated correctly for their FO. This mandatory daily validation is necessary to ensure the accuracy of VIPr data. Managers can do this validation by checking the day’s interviews under ‘Reports’ and making any corrections using ‘Retrieve Interview from the Contact Board’.

**F. Reminders**

In order to assist in reducing the number of VIPr contacts erroneously coded as office contacts when they should have been coded as phone, managers should remind technicians to do the following:

- When rescheduling appointments, do so in the Appointment/Referral system in PCOMM and import the phone appointment to ensure the action stays in VIPr as a phone contact.
- Stress the use of the SSTNG “call in”, “we will call you”, or “mail in” notice options. This will ensure it establishes the contact type as phone in VIPr.
- Remind all staff to schedule **only phone appointments**.
- Remind all staff that field office managers are the only ones allowed to schedule dire need in-office appointments.

**References**

_EM-20010 SEN REV 5_, *Disaster Procedures – Coronavirus Disease 2019 (COVID-19) Pandemic – One Time Instruction*