Background
Effective March 17, 2020, SSA took steps to protect the public and employees from the COVID-19 virus by closing offices and shifting to a virtual workforce. The expedited reinstatement (EXR) workload is paper-based due to existing Electronic Disability Collect System (EDCS) limitations. This presented barriers for field offices (FOs) and the Disability Determination Services (DDS) to process this workload virtually during the COVID-19 pandemic. We found that these systems limitations require significant enhancements to both SSA and DDS systems, which are not feasible for a short-term solution. Therefore, to resume this workload we must revert to paper processing.

A. Handling EXRs which were loaded in EDCS under prior electronic workaround
FOs will use the following instructions to process pending EXRs created using the prior electronic workaround. The process will depend on whether the EXR is pending in the FO or if it was transferred to the DDS under EM 20010 Rev 2 (before FO EXR workarounds were suspended).

• Electronic EXRs which were never transferred to DDS and are pending in the FO
  o Create a paper folder.
  o Continue to follow DI 81010.030 and upload documents to the correct Comparison Point Decision (CPD) or CFUI as appropriate
  o Add the message in EDCS “COVID19 EXR Workaround Case closed per EM-20010 SEN REV6.”
  o Delete the EDCS case.
  o Send the paper folder to the DDS
  o Ensure the Disability Control File (DCF) accurately reflects the EXR is pending in the DDS.

• EXRs transferred to DDS using the prior electronic workaround  
  o The DDS will convert the electronic EXR to paper and continue to process the claim. They will transfer the paper folder to the FO upon completion.
  o The DDS will send the EDCS portion of the cases back to the FO as a No Determination with reason “Stop Electronic Processing.” This action closes and returns the case to the FO within EDCS. FOs do not need to take action to close the EDCS segment.
  o The FO will ensure the Disability Control File (DCF) accurately reflects the EXR is pending in the DDS.

• Appeal of an “Electronic workaround EXR” that was processed in EDCS/Eview
  o The FO will convert the case to paper prior to transferring the EXR appeal.
  o Follow normal appeal procedures.

B. EXR Development
During the COVID-19 pandemic, SSA authorized the use of alternative signature methods and the use of allegations in lieu of requesting certain proofs. Follow the instructions below while developing EXR cases.

C. EXR Forms and Processing
• Use initial claims attestation scripts prior to filling out forms with the beneficiary.
• Use the emergency signature procedures below for all forms except the SSA-827.
Send the SSA-827 for wet signature using mail or the eMailer program. Do not delay provisional benefits while waiting on the SSA-827. If the claimant fails to return the SSA-827, deny the EXR and stop the provisional payments.

- Follow GN 01010.410 for closeout procedures.
  - Send a 30 day request for the SSA-827 using SSA-L1043 (GN 01010.410C1).
  - If after 15 days, there is no response, mail another paper SSA-827 under cover of the SSA-L1045 informing them that we will deny the claim if we do not receive a response by the date indicated on the letter (GN 01010.410C2).
  - If there is still no SSA-827, terminate provisional benefits, and technically deny the EXR request citing “failure to submit essential evidence” (GN 01010.410).

- Access the forms through inForm Library and complete all forms except the SSA-827 electronically. Refer to DI 13050.045B2 and DI 13050.050 for a list of the forms required in the EXR package. The EXR package includes all or some of the following forms:
  - SSA-371 - Request for Reinstatement - Title II;
  - SSA-372 - Request for Reinstatement - Title XVI;
  - SSA-16-BK - Application for Disability Insurance Benefits;
  - SSA-10-BK - Application for Widow(er)’s Insurance Benefits;
  - SSA-4-BK - Application for Child’s Insurance Benefits;
  - SSA-8000-BK - Application for Supplemental Security Income;
  - SSA-454-BK - Continuing Disability Review Report;
  - SSA-3367 - Disability Report-Field Office;
  - SSA-820-BK - Work Activity Report (Self-Employed);
  - SSA-821-BK - Work Activity Report (Employee);
  - SSA-823 - Report of SGA Determination;
  - SSA-827 - Authorization To Disclose Information To The Social Security Administration
  - SSA-795 - Statement of Claimant, indicating the claimant’s choice (if applicable) regarding Medicare Part B.
- In the “Witness Address” field of each form, type in “Completed by” and list your name, your office code and the date (e.g., Completed by John Doe DO123, 3/31/2020”).
- Store the form in Eview or CFUI per DI 13050.045
- Print the forms and associate them with the paper folder (DI 13050.045 and DI 13050.050)
- Establish an EXR claim in the Disability Control File (DCF) using the following steps (DI 13050.045B.3):
  - On the MCDR screen, select 8 = Establish Disability Review
  - On the ECDR screen, select 2 = EXR
  - Complete the DRES screen to establish the EXR event.
- Create an issue of EXRPKG on the DCF Development Worksheet (DW01).
- Receipt with the date of the interview, and put your name and office code on the Remarks section of the DW01.
- Create an issue of 827 on the DCF DW01
- Upon receipt of the 827, complete the transfer to DDS and create a tickle for the DDS determination. Per DI 13050.045B.9:
  - Transfer the event to the servicing DDS per DI 13010.620. Be sure to enter a “Y” in the ESTABLISH DDS RECORD field
  - Establish an issue (for example EXRRDDS) on the DCF development worksheet (CDRW) to control for the DDS determination. For more information about the CDRW, see DI 13010.605
Important: If the applicant objects to completing the forms in this manner, offer to send the forms to them via mail. Explain that this will delay the provisional benefits.

D. Work Development
Develop and document work activity per [Document](#) and [Document](#). If the individual works substantial gainful activity (SGA) in the month of filing and the following month, deny the EXR claim. Reminder: The claimant may engage in SGA in the month of EXR filing. See DI 13050.001.

- Take the allegation and use the earnings sources listed in [Document](#) and [Document](#) to develop earnings.
- Do not delay beginning Provisional Benefits or transferring the case to DDS. Use the claimant’s allegations and immediately available evidence (e.g. The Work Number or SSA Records).
- If evidence is not immediately available, request that the claimant provide paystubs when he or she returns the SSA-827. Explain that the claimant should not delay returning the SSA-827 while waiting on proof of wages.
- If work development is still outstanding, but all other non-medical development has been completed, including obtaining a signed SSA-827:
  - Use the claimant’s allegation to determine SGA and non-SGA months in the retroactive period.
  - Document on the SSA-823 that COVID-19 procedures were applied because earnings evidence was not immediately available.
  - Transfer the case to DDS.
  - Continue to develop for evidence of wages while the case is at DDS.

E. Provisional Benefit Payments
SSA is invoking authority under disaster procedures to provide relief to claimants whose EXR cannot be processed timely due to the COVID-19 pandemic. Technicians will allow continuous critical payments (CPS) for Title II claimants and continuous Force Due Payments for Title XVI claimants who allege dire need for benefit continuation beyond the 6-month provisional benefit period. These payments will be made until a decision is effectuated or the claimant requests the benefits stop. However, SSA is unable to extend provisional Medicare beyond the 6-month provisional period.

- Follow instruction in [Document](#) and [Document](#) to initiate provisional benefits.
- For Title II, the provisional benefits will end automatically after 6 months.
  - If the claimant contacts SSA and alleges dire need for benefit continuation, document their allegation on an SSA-795 following the alternative signature method outlined in Section D and upload to eView or Claims File User Interface (CFUI).
  - When the official paper folder is transferred back to the FO, place this documentation in the folder.
- Establish a continuing CPS with no end date.
- If the EXR is denied, take manual action to stop the CPS payments. If the EXR is an allowance, the Payment Center will stop the CPS upon processing the EF101.

- For Title XVI, manual action is needed to end the provisional payments:
  - Initiating provisional benefits generates a “PP” diary, which will mature at the end of the 6-month period. Continue to take manual action to send provisional benefits according to [Document](#).
  - If the claimant alleges dire need for benefit continuation, document their allegation on a Direct Report of Contact (DROC) in MSSICS or SSA-795. If the SSA-795 is used, follow the same procedure as described above and upload to EView or CFUI.
    - When the official paper folder is transferred back to the FO, place this documentation in the folder.
o Reinstate the Force Due payments from the month the provisional payments ended.

o Follow instructions in SM 01701.080 to effectuate the decision.

F. Special Message in the Event of a Denial.
Note: If DDS issues a denial, FOs should determine if provisional payments were made for any month from March 2020 to September 2020. If so, add a special message of “CV19” to the MBR and/or SSR. The SSR must also contain a special code in the CG field of the SSR (CV19) (See EM 20037 SEN)

F. Relevant POMS Instructions
DI 10505.005 Determining and Verifying Gross Earnings from Employment
DI 13050.001 Expedited Reinstatement (EXR) Overview
DI 13050.025 Provisional Benefits for Title II Claimant
DI 13050.030 Provisional Payments - Title XVI
DI 13050.045 Expedited Reinstatement (EXR) Title II Interview
DI 13050.050 Expedited Reinstatement (EXR) Title XVI Interview
DI 13050.065 Title II and Title XVI Expedited Reinstatement (EXR) Medical and Technical Denials