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 work environment. 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.

A. DDS EXR Workaround Processing and Closure
The DDS will use the instructions below to adjudicate pending EXR workaround claims previously transferred to the DDS under EM 20010 Rev 2 (before FO EXR workarounds were suspended). The DDS can identify these cases by the SDW flag and recent EXR documentation in file. The DDS will process these cases following the steps below.

- Process the EXR following the traditional paper process
  - Create a paper folder to start the traditional EXR paper process
  - Place all the eView documents in the paper folder
  - Staple the “Expedited Reinstatement Case-Priority Handling” flag on front on paper case. See DI 13050.105C
  - Receipt the EXR case into the legacy system following DI 28057.010B
  - Complete claim processing and closure using the traditional EXR paper process
  - Return the paper folder to the FO using the traditional EXR paper process.

NOTE: These are one-time only COVID-19 DDS EXR Workaround processing instructions (i.e., how to handle electronic EXRs received in the DDS before FO EXR workarounds were suspended). These instructions do not apply to traditional EXRs.

B. Relevant POMS Instructions

DI 13050.045 Expedited Reinstatement (EXR) Title II Interview

DI 13050.050 Expedited Reinstatement (EXR) Title XVI Interview

DI 28057.001 Expedited Reinstatement (EXR) Overview

DI 28057.010 Expedited Reinstatement (EXR) Case Receipt

DI 28057.015 Expedited Reinstatement (EXR) Medical Determination Criteria

DI 28057.020 Effectuating Determinations

NOTE: For a list of the forms required in the EXR package, see DI 13050.045B2 and DI 13050.050B2