The nature of these documents are sensitive, safeguarded, and should not be shared with the public.

Retention Date: September 30, 2022

Revisions:
- In Section B, added workload resumption language for SSI absence from the U.S. suspensions, Foreign Enforcement Questionnaire (FEQ), Title II automated alien non-payment (ANP) suspensions
- In Section C, removed SSI absence from the U.S. suspensions
- In Section C, removed Suspensions for failure to respond to Foreign Enforcement Questionnaire (FEQ) and no longer hold FEQ mailer and Title II automated alien non-payment suspensions (LEUS RETAP) as suspended workloads
- In Section C, clarified language for the Tentative Non-Confirmation workload
- In Section D, removed information for the SSA-552 Dedicated Use of Funds Statement
- In Section D, removed the informational guidance for Medicare Part B Supplemental Medical Insurance (SMI) Processing
- In Section D, added detailed instructions for 499/318 removal
- In Section D, removed the informational for Representative Payee workloads
- In Section E, removed instructions in Section E.2.a, “Failure to Cooperate (FTC) and Failure to Provide Information Determinations, a. Initial Claims.” Technicians must return to pre-pandemic “failure to cooperate” policies in POMS. Please note, DDS Administrators’ Letter 1014 (DDSAL 1014), released April 7, 2022, provides further communication about the retirement of EM-20019 SEN REV 4 and EM-
20023 SEN REV.

- In Section E, removed sub bullet b. under the “Post Entitlement (PE)” heading and changed title to, “General procedures – Post Entitlement.”

- Section F removed

- Under References, added hyperlink to DDSAL 1014 Disability Determination Services Administrators’ Letter No. 1014.

A. Purpose

This emergency message (EM) informs you of the status of workloads, case processing, and procedures during reentry.

B. Background

The Social Security Administration (SSA) field offices (FO) are available to provide in-office service to the public. Staff should encourage members of the public who are able to access us online or by telephone to try those options first before visiting our offices, especially without an appointment. SSA FOs will:

- No longer require that a customer have an appointment to enter the office.
- No longer use the Express Interview appointment model.
- Revert to normal procedures for evidentiary requirements to adjudicate claims and retroactive benefits.
- No longer use the 499 and 318 disaster coding for all claims (Section D.3).
- Revert to established procedures for Social Security Number (SSN) Verifications, original SSN card requests, and replacement cards, see RM 10225.005, GN 03325.025, and RM 10205.000. Continue to follow secondary evidence flexibilities outlined in EM-21018 for United States (U.S.) citizen replacement SSN card requests received by mail.
- No longer sign benefit applications on behalf of claimants. Follow established policy for alternative signature methods in GN 00201.015
- Refer to AM-22031 to view resumption instructions previously contained in EM-20010 SEN REV 8.
- Resume enforcement of the following workloads, effective May COM:
  - SSI Absence from the U.S.,
  - Title II automated alien non-payment suspensions described in RS 02610.001 generated by the Left US (LEUS) Regular Transcript Selection and Attainment Pass.
- Conduct follow-ups and suspensions occurring in the normal cycle per RS 02655.005 and RS 02655.010 for
Foreign Enforcement Questionnaire (FEQ) mailers, released in June.

Continue to review and follow appropriate COVID-19 Instructions for workloads not addressed in this EM. For all other workloads, continue to follow existing procedures.

Encourage the public to use SSA’s Online Services. Use the Social Security Online Employee Toolkit (SSONET) to assist with answering questions about our online services.

Individuals with a my Social Security account can complete the following actions online:

- Get a proof of income letter (Benefit Verification)
- Get a Social Security 1099 (SSA-1099)
- Check application status
- Change an address (beneficiaries)
- Set up or change direct deposit (beneficiaries)
- Request a replacement Social Security card (with exceptions)
- Access Individual Representative Payee services
- Access the new Retirement Calculator
- Opt out of mailed notices for those available online

C. Workload suspended during reentry

SSA Tentative Non-Confirmations (TNCs) generated from the Department of Homeland Security’s E-Verify program remain suspended. We continue working with key stakeholders to resume this workload.

D. Special handling—all workloads

1. Direct Deposit Fraud Prevention (DDFP) block changes

   When beneficiaries, recipients and representative payees call the National 800 Number Network (N8NN) to process a DDFP block removal or to update direct deposit follow the guidance in GN 02402.0231. After the interview:
   - the Teleservice Center (TSC) manager will send the request to the servicing FO email box including “COVID-19 Emergency - Management Action - N8NN DDFP Block Request” in the subject line.
   - the FO manager will assign it to an FO technician to complete the input, prepare and upload the SSA-5002 into the Claims File User Interface (CFUI). The SSA-5002 must include a statement to identify the action as, “DDFP Change Requested during COVID-19 Emergency.”

2. International mail delays and suspensions

   International mail delays and suspensions are ongoing at this time. Please check https://about.usps.com/newsroom/service-alerts/ for
a list of affected countries. If beneficiaries in the affected countries have not received checks, do not process a non-receipt. Instead, refer inquirers to their Federal Benefits Unit (FBU) to enroll in International Direct Deposit (IDD) or Correspondent Direct Deposit (CDD)


3. Effective April 7, 2022, offices should no longer use the 499 and 318 disaster coding for all claims. We are no longer processing claims based on allegation:

- Claims received before April 7, 2022, and unadjudicated:
  - Remove the 318 from the Unit Code
  - Remove the 499 from the DECI (MCS)
  - Put a “22022” issue on the DW01 to annotate the case was initiated under COVID-19 Pandemic guidance (i.e., March 18, 2020 – April 6, 2022) and adjudicated under EM-22022 Reentry guidance
  - If there are outstanding proofs needed for adjudication, technicians should:
    - Secure the required proofs. Following normal close out procedures in GN 01010.410 Failure to Submit Essential Evidence and SI 00601.110 Closeout – Failure to Cooperate (N18) - Initial Claims;
    - If the beneficiary fails to provide the required proof, process the claim to the respective suspension/denial;
• If the beneficiary provides the required proof, process the claim to the respective pay status

NOTE: A special unit code or the 499 listing code may still be relevant for other declared disasters, other than COVID, per GN 00410.010B.2 and GN 01040.100.

E. General procedures – Post Entitlement

1. Extend good cause

   Continue to apply maximum flexibility when deciding whether to extend good cause provisions based on examples in GN 03101.020 related to the submission of evidence, appeals, hearings, redeterminations, and continuing disability reviews.

   Continue to extend good cause by considering unusual, unexpected, or unavoidable circumstances beyond the claimant’s control that prevent timely action. Consider extending these good cause provisions for information due when processing adverse actions.

   Due to mail handling and delays with timely mailing of and receiving Goldberg Kelly (GK) notices, continue to apply the good cause provisions with maximum flexibility in individual circumstances. Follow instructions in EM-21064 and EM-20050 REV. Continue to process appeals and follow due process guidance per SI 04010.020 and SI 04005.012.

2. Failure to Cooperate (FTC) and Failure to Provide Information Determinations

   For SSI and Concurrent PE actions, including Redeterminations (RZs) and medical Continuing Disability Reviews (CDRs), follow instructions in EM-21079.

Direct all program-related and technical questions to your RO support staff or Program Service Center (PSC) Operations Analysis (OA) staff. RO support staff or PSC OA staff may refer questions, concerns or problems to their Central Office contacts.
References:

GN 00410.010 Application and Evidence Procedures in Disasters
GN 01040.100 Listing Codes

RM 10225.005 Requests for Social Security Number (SSN) Printouts
RM 10205.000 Social Security Number (SSN) Applications
EM-21018 Enumeration: Temporary Option for Accepting Secondary Level Documents as Proof of Identity for U.S. Citizens in Limited Situations

GN 00201.015 Alternative Signature Methods

COVID-19 Instructions

RS 02610.001 Alien Nonpayment Provisions
SM 01005.525 Case Related Data
EM-20014 REV 4 Effect of COVID-19-Related Financial Assistance on SSI Income and Resources
SI 01130.601 Dedicated Accounts for Past-Due Benefits Due to Individuals Under 18 Who Have a Representative Payee
SM 01311.667 Processing Dedicated Account Payments from an SSI Underpayment
GN 00602.140 Permitted Expenditures from Dedicated Accounts
EM-21060 New Instructions for the Processing of the Electronic SSA-552 Direct Deposit Fraud Prevention Policy
GN 02402.023 Processing Reports of Nonreceipt, Loss, Theft, or Destruction of Payments -- Checks Due and Not Due
GN 02406.201 Nonreceipt of Title II Critical Payment System (CPS) Checks

RS 02801.010 Immediate Payment (IP) Criteria and Process
AM-20023 SEN REV Online Process for Medicare Part B Enrollment for Special Enrollment Period--COVID-19 INFORMATION
OB 20-012 SEN REV 2 Online Medicare Part B Enrollment Processing for Special Enrollment Period - COVID-19 -- INFORMATION
HI 00805.295 Evidence of GHP or LGHP Coverage Based on Current Employment Status
HI 00805.355 Evidentiary Requirements for the SEP or Premium-Surcharge Rollback for International Volunteers

TC 24001.060 General Enrollment Period (GEP)
TC 24001.050 Special Enrollment Period (SEP) For the Aged and Disabled
HI 00805.130 When an Enrollment Received by Mail Is Considered Filed
GN 00203.020 Identity of Claimants
GN 00502.030 Developing Lay Evidence of Capability
GN 00502.113 Interviewing the Payee Applicant
GN 00605.662 Questions on the Legitimacy of a Protection and Advocacy Agency

GN 03101.020 Good Cause for Extending the Time Limit to File an Appeal
EM-21064 Goldberg Kelly Payment Continuation Period
EM-20050 REV The Goldberg Kelly (GK) Notice, Request for Reconsideration, and GK Payment Continuation during the COVID-19 Pandemic