EM - Emergency Message  

**Effective Date:** 06/07/2021

**Identification Number:** EM-20038 SEN REV 2

**Intended Audience:** RCs/ARCs/ADs/FOs/TSCs/WSUs/PSCs/OCO/OCO -CSTs

**Originating Office:** DCO OPSOS

**Title:** Disaster Procedures – Handling Anomalous Claims during COVID-19 – One-Time Instruction

**Type:** EM - Emergency Messages

**Program:** Title II (RSI); Disability

**Link To Reference:** See References at the end of this EM

**Retention Date:** December 07, 2021

**Summary of Changes**

Section C:

Section D:

**A. Purpose**

This message provides instructions for processing the anomalous claims workload during the Coronavirus Disease 2019 (COVID-19), and provides steps to ensure SSA continues to serve the public while limiting in-person service in the Field Office (FO).
B. Background

Effective March 17, 2020 and continuing, SSA is taking steps to protect the public and our employees from COVID-19. This includes ensuring the public understands SSA is open for business online, by telephone, and by mail with limited in-person services. In-person interviews should be limited to critical situations. See EM 20010 SEN REV 7 for additional information.

C. Instructions for processing pre-adjudicative anomalous claims during COVID-19

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D. Instructions for processing post-adjudicative anomalous claims during COVID-19

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Direct all program-related and technical questions to your RO support staff or PC OA staff. RO support staff or PC OA staff may refer questions or problems to their Central Office contacts.

References

**EM-18007 SEN REV** Post-Adjudicative Anomalous Claim Suspension and Correction Requests – Instructions will follow shortly

**EM-18011 SEN REV 3** In-Pay Special Adjudicated Anomalous iClaims

**EM-20010 SEN REV 7** Disaster Procedures – Coronavirus Disease 2019 (COVID-19) Pandemic – One-Time Instruction

**EM-20024 SEN REV 2** External Identity Partnership with ID.me

Public Release

**EM 21033 SEN** Elevated Phone Identity Verification (EPIV) via Registration and Customer Support (RCS)

**GN 00203.020** Identity of Claimants

**GN 04108.115** Interview Instructions for Pre-Adjudicative Anomalous Claims

**GN 04108.120** Processing Anomalous Claim Abatements

**MS 03508.007** Report of Contact (RPOC)

**MS 03511.010** Management Override (MOVR)

**MS 03511.007** Adjudicative Edit Messages
OA 00230.010 Registration and Customer Support (RCS)
Telephone User Can Verify Email or Cell Phone
RM 10210.420 Priority List of Acceptable Evidence of Identity Documents

EM-20038 SEN REV 2 - Disaster Procedures – Handling Anomalous Claims during COVID-19 – One-Time Instruction - 06/07/2021

Link to this document:
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