E-services for Insurers and Self-employed

The National Social Security Institute (NSSI) is one of the first authorities in the country, that has introduced new technologies, aiming more efficient customer services. For several years the institution has been providing electronic informational services, focused on the insured and the self-employed, who are the current and future beneficiaries of the short and long term benefits and allowances from the State Social Security, in order to foster complete awareness of their rights and to better protect their interests. Since the beginning of 2013 NSSI has also been offering administrative electronic services.

By means of the NSSI's **electronic informational services** the users receive the necessary information in real time, without the need of direct contact with the administration, thus saving time. These services are grouped according to the protection level of access to the input information.

The use of **electronic administrative services** aims to save the consumers' time and means for visiting the branches and the offices of the Institute, for submission of applications, requests, written questions, complaints, ask questions over the phone about receipt of issued by NSSI official documents. The range of this group of services expands the opportunity of the individuals to submit electronically signed official documents that are necessary before other administrative structures.

The access to the electronic services (with personal data included) for insurers, is managed by an official identification number for legal entities (**BULSTAT**) and Insurer's Identification Code (**ICO**) (a 10-digit alphanumeric identification code of the insurer), as well as with **Electronic Signature Certificate** - for individuals and insurers who possess such.

Issuance of ICO

An insurer and a self-employed need their 10-digit alphanumeric identification code (ICO) to access the electronic services provided by NSSI, concerning the personal information of the employees insured by them. The 12-digit code issued by the National Revenue Agency (NRA) **can not be used** to access the services provided by NSSI.

For the issuance of ICO the insurer applies to the relevant local office of NSSI or an affiliate permanent or remote workplace or reception. The application is in a form approved by the Governor of the Institute.

The application should be signed by the representative of the insurer and filed by him or his representative, whose identity details are included in the application. The representative should submit a copy of his authorization, which must be compared to the original document and is stored together with the application.

Time limit for issance of ICO

• immediately if the application is submitted at a local office of the Institute or its branch, permanent or remote workplace or in a reception that has information connectivity with the other structures of the Institute;

• within seven days of the filing of the application in a remote workplace or a reception where only applications are accepted and there is no information connectivity.

INFORMATIONAL SERVICES

I. Reports with ID number (BULSTAT) and ICO

1. Reports about social insurance declarations filed from the insurers/self-employed persons.

Employers and self-employed can set a range of search engines to obtain information about the declarations filed by them for social security coverage. References include access to essential information contained in the statements of social insurance, which determine the rights and the calculation of benefits for the insured by them. Information on the income, from which the cash benefits paid by the Institute is calculated, is also included. The report can be prepared for all insured by one employer, for a particular person or people selected in age range. Information from the report can easily be stored in a spreadsheet for further review, sorting, grouping, etc.

2. Reports with BULSTAT for submitted claims and paid benefits

By this reference, insurers and self-insured can follow the steps and the status which the processing of their submitted to NSSI documents has reached.

3. Reports with BULSTAT for cash benefits paid from NSSI

The report contains detailed information on the transfered amounts of short-term benefits according to the submitted by the insurers sick leave requests and declarations in NSSI to the bank accounts of the insured.

II. Reports with free access

1. Reports for terminated insurers without a successor

Online reference for terminated insurers without a successor with submitted to NSSI payrolls. The service provides search of an insurer by setting a name, a combination of names or a typed part of it and/or address of the registered office of the company, which can be typed manually or selected from an index of locations. As a result, a list of the insurers found according to the search criteria, the changes of the names during the period of their activity and the periods for which payrolls to NSSI were transmitted appear.

2. Recalculation of retirement benefits for third category of labour

This service is to help employers and officials, judging the right and preparing the documentation for retirement, as well as enhanses the insured themselves. After entering the length of insurable service in the categories of work in years, months and days, the retirement benefit is automatically recalculated according to the legal requirements for third category of labour.

3. Calculation of the interest arrears

Software reflecting the legal requirements and updated database of the basic tax percentage for calculation of the interest rate.

4. Inclusion of data from the accompanying letters and inventories for payment of cash benefits

This service allows preliminary examination of a files-list of documents needed for payment of short-term benefits and data files from the cover letters before they are submitted to a NSSI's office. The checks of the files' inventories are identical to those of the host programme in the Institute. Both types of files can be examined individually or jointly. The aim of the service is to minimize errors and inconsistencies in the files so that they can be submitted in NSSI properly completed and filled with correct data.

5. Internet application of NSSI for control of the inventory data and the accompanying letters for payment of benefits from State Social Security Fund

This gives the opportunity for prior checking of the files, listing the documents for payment of benefits and allowances from the State Social Security Fund and the data files from the accompanying letters before being presented at NSSI. Files can be checked both separately and jointly. The aim is to minimize errors and inconsistencies in them and to be submitted to NSSI properly completed and with the correct data.

Note: items 3 and 4 are software that can be downloaded to the user's computer and are in section "Software".

III. Reports with electronic signature certificate

For holders of an electronic signature (individuals or legal bodies) a group of services is provided, which is accessible after registration and verification of the certificate, the user name and the password. The information obtained is limited according to the access rights to the data of the certificate holder. The following information can be accessed:

1. Data about the insured - current status.

When the user has an individual certificate (by personal identification number - EGN) the information is only about him. When the user has a company certificate (by BULSTAT) the information is only about the declarations filed for the insured by himself.

2. Report for the declared and paid social security contributions

When the user has an individual certificate (by personal identification number - EGN) the information available is only about the declared and paid contributions of the person. When the user has a company certificate (by BULSTAT) the information is only about the declared and paid with this BULSTAT contributions to the State Social Security.

IV. Administrative services

NSSI provides the opportunity for electronic applications to inquire a number of administrative services for the insurers:

1. Submission of an application for an insurance license – in the cases the appication for such has to be made by the insurer;

2. Application for getting information about a student from an educational institution

3. Application for certificate of existence or absence of accidents at work.

4. Application for a Certificate from NSSI's Archive records to an insurer who has no employees and doesn't file payment records and other legislation documents for employees

5. Submission of a declaration of accident at work.

6. Submission of a quickly notice of suspected occupational disease.

V. Contact Forms

By the specialized contact forms the individuals have the opportunity to submit a topical inquiry, to send an alert or a complaint to the Local Offices or the Head Office of NSSI. Depending on the need of submission of personal data, the contact forms are:

• with free access;

• with access protected by digital signature or EGN and PIC issued by the institute or by Insurer's Identification Code (**ICO**) for the insurers with BULSTAT. According to whether the identification is of an individual, or a legal entity, the information accessed is either personal, or of the company.

All electronic services of the Institute are available at www.nssi.bg in the section "E-services".