

For insurers and self-insured

**New Rules for Submission of Documents and Payment of Benefits
from the State Social Security**

Information Booklet

Sofia, 2015

Contents:

Introduction	2
Regulatory Framework	3
How to prepare for the new way of submission of documents from 01.01.2016?	
Preliminary preparation	4
Registration/change in registration of users in order to use the electronic services of the National Social Security Institute	6
Submission/correction/erasure of data for payment of benefits from the State Social Security	7
Important to know!	11

Introduction

From January 2016, with the enforcement of the Regulation on Benefits from the State Social Security (published in State Gazette issue 57/2015), insurers and self-insured individuals will have the opportunity to submit electronically documents for payment of benefits from the State Social Security (SSS) to the National Social Security Institute (NSSI). By the presentation of such opportunity practically finishes the second stage of the digitalization of the process for payment of benefits for temporary incapacity for work, for maternity and for adoption of a child between 2 and 5 years of age. For this purpose NSSI developed and introduced an information system for insurers and self-insured so they can submit data and documents for payment of benefits electronically, improving the quality of the provided by NSSI administrative services. Insurers and self-insured shall execute their obligations without having to visit the NSSI Offices, for decreased time and with decreased HR and financial expenditures.

Regulatory Framework

The Regulation on Benefits from the State Social Security (RBSSS) settles the new order for submission of documents by **insurers and self-insured** for payment of Benefits from the State Social Security. In comparison with the Regulation on Calculation and Payment of Benefits from the SSS, cancelled on 1st of January 2016, the **following changes** in the submission of documents and data by insurers and self-insured individuals to the NSSI occur:

1. New rules:

New document specimens for payment of benefits – for the insured individuals to declare before their employers and for certification of circumstances before NSSI. Certificates to be presented to NSSI are as follows:

- Annex No. 9 – Certificate **from insurers and self-insured** for payment of benefits for temporary incapacity for work **based on a medical document for temporary incapacity for work;**
- Annex No. 10 – Certificate **from insurers** for payment of benefits **except those under a medical document for temporary incapacity for work of the individuals insured by them;**
- Annex No. 11 – Certificate from **self-insured** for payment of benefits **except those under a medical document for temporary incapacity for work.**

2. New way of submission:

- Up to 2 certificates – on paper or electronically at the Local Offices (LO) of NSSI;
- Up to 10 certificates – electronically at the LO of NSSI;
- Over 10 certificates – only electronically;
- Insurance funds – only electronically;
- Documents are to be submitted electronically with a qualified electronic signature of the liable entity – insurer, self-insured individual or an authorized by him/her individual or legal entity.

3. New type, structure and content of the files under which the data from the certificates is to be submitted to the NSSI.

4. New term:

- From insurers – up to the 10th day of the month following the one in which the insured individual has presented before them the documents for payment of a benefit;
- From self-insured individuals – up to the 10th day of the month following the one in which a document for temporary incapacity for work has been issued, respectively, up to the 10th day of the month following the one from which the payment of the benefit is required.

5. Possible Authorization

Entities required to submit documents under the RBSSS at the NSSI can authorize other entities to submit/correct/erase them electronically on their behalf. Authorization or withdrawal of authorization shall be made by single submission at the NSSI of Annex No. 13 of the RBSSS - “Application for authorization and withdrawal of authorization for electronic submission of documents to NSSI with a qualified electronic signature of the authorized entity”.

How to prepare for the new way of submission of documents starting from 01.01.2016?

Preliminary preparation for submission of documents for payment of benefits under the new rules

1. Selection of way of submission of documents/data:

- On paper at a LO of NSSI – allowed for only two documents;
- In electronic format on an electronically at a LO of NSSI – allowed for up to 10 documents per file;
- Electronically – for any number of documents.

2. Selection of entity to submit the data:

- By the liable entity – insurer/self-insured individual;
- By insurance fund;
- By authorized entity.

3. Selection of way of preparation of the data for submission in an electronic format/electronically:

- By a locally operating programme product – documents are prepared at different times and can be send either online or postponed according to the product capabilities;
- By filling the online forms of the documents available on the web application of the NSSI’s web page – documents are prepared, monitored and sent one by one without the opportunity to be stored in groups/folders and sent later.

4. Selection of a programme product (for those who selected a locally operating product):

- NSSI’s programme product – free of charge, distributed freely through the NSSI’s web page. Supports all levels of functionality but does not have the option for an automatic (programme) connection with other programme products used by the users in order to transfer the data they have entered;
- Programme product developed by an external developer with integrated functionality under the requirements established by NSSI – usually has a connection

with other systems used by the user, or it is such a system that integrates different information. If necessary, development of a product or a new version of an existing one shall be assigned in due time.

5. Settings installation (if required) of an acquired programme product. Introduction to the user manual, testing and preparation for operation.

6. Provision of a qualified electronic signature (QES), if there isn't one – for the ones who have selected the data to be presented by the liable entity electronically. The admissible type of QES shall be monitored (under BUSTAT, PIN) in accordance with the type of the liable entity. Installation of QES has to be performed as well as the settings for operation with it.

7. Authorization of entity selected to submit the data on behalf of the liable entity.

Registration/change in registration of users for submission of data and use of the electronic services of the NSSI – 1st of December 2015.

1. Introduction to the Manual for operation with the web application of NSSI's web page – registration regimes.

2. Single registration of QES and filling contact information for insurer/self-insured individual – it is required upon submission of data electronically and has to be performed no matter if the submission is being made by integrated web-services in an external/local programme product or by the web-application of NSSI.

3. Registration of authorized entities and their authorizers – upon submission of data by an authorized entity with QES:

- Preliminary registration, by the web-application through filling the holder's QES (authorized entity), of the data for authorizer and authorized based on an authorization document. Annex No. 13 of the RBSSS shall be printed;
- Submission of signed and sealed Annex No. 13 on paper in the relevant LO of NSSI by the authorizer (liable entity);
- NSSI official has to verify or not (until elimination of causes) the authorization and issues a document for this. Upon verification, the opportunity for the authorized entity to use the electronic services he has applied for under the preliminary registration is activated automatically;
- Entities authorized by more than one liable entity shall enter the data of their authorizers separately, shall print applications and receive verifications for each of them after submission of Annex No. 13 in the relevant LO of NSSI.

4. Insurance funds have to make a single registration with QES as users of the electronic services. They shall not specify the liable entities – members of the fund, for whom they will submit data. Declaration before and verification by a LO of NSSI is not to be made.

5. Change or supplement of contact information of users registered by QES can be made at any time regardless of their type (liable entity, insurance fund, authorized entity).

Submission/correction/erasure of data for payment of benefits by the State Social Security – 1st of January 2016

Each liable (authorized) entity or insurance fund, in accordance with its authority, shall perform the necessary actions for payment of benefits (presents a document of temporary incapacity for work or application-declaration under Art. 4. Items 1-6 of the RBSSS).

1. Upon submission on paper at a LO of NSSI – along with the relevant certificate/s on paper an accompanying letter shall be presented.

2. Upon submission of an electronic format at a LO of NSSI – data shall be prepared by a programme product, as exported files shall be created and they shall be saved on an external electronic holder. An accompanying letter (on paper) shall be presented in NSSI along with the electronic holder.

Actions for preparing the data:

- If operating on an independently operating/local programme product of NSSI:
 - ✓ Single registration/change of the identification data (UIC/BULSTAT, name, contact information) of the liable entity and the way of submission of the data;
 - ✓ Single registration/change of data for the user – the official preparing the documents (filling the data);
 - ✓ Registration of data from the relevant certificates;
 - ✓ Local (without connection with NSSI) check and registration of correct data only;
 - ✓ Preparation of exported files in XML format in accordance with the type of the registered documents (maximum three files for the three types of certificates – Annexes No.9, No. 10 and No. 11);
 - ✓ Preparation and print of the accompanying letter.
- Upon operation with an own/other's product – files and the accompanying letter shall be prepared in accordance with the directions of the supplier of the software and the developed tools.
- Received by the LOs of the NSSI transcripts for approved/declined data (Annex No. 14 of the RBSSS) with results from the submission are to be analyzed, errors in the

declined data are to be corrected, and the documents are to be prepared for new submission within the set terms.

3. Upon electronic submission:

- ***Upon operation with the web application on the NSSI's web page***, in order to fill in the documents by displaying forms, it is necessary the next steps to be followed:
 - ✓ Familiarizing with the Manual for operation with the web application on the NSSI's web page – regimes for data submission;
 - ✓ Login in the application with QES of already registered user having the right to fill and submit data;
 - ✓ Selection and identification of the type of the user in accordance with its status (liable entity, insurance fund, authorized entity);
 - ✓ Entering the liable entity (UIC/BULSTAT);
 - ✓ Selection of document to be filled in, filling the data, performing a check up, as upon the lack of any discrepancies data is to be submitted;
 - ✓ Check of the received feedback information by reviewing the transcript representing Annex No. 14 of the RBSSS is shown on the monitor (immediately), through check of e-mail, or through the application in the item "Documents" (at any time);
 - ✓ Initiation of actions for correction of errors in the declined data by filling in a new document. In this type of operations they are not saved for amendments.

Important: *Upon the presence of more than one document, the whole procedure shall be repeated by selection of a new document without having to login and identify again!*

- ***Upon operation with an independently operating/local programme product of NSSI.***
 - ✓ Registration/identification of a liable entity and filling the data – identical to the one described in Item 2. There are some differences in the check up and the submission of the entered data – QES of an already registered user of the NSSI's services is to be entered and the entered data for a specific document is to be checked and/or sent directly by selection of the relevant function in the menu;
 - ✓ It is possible to do only a check up and storage of the data locally so it can be sent at a later moment by the QES through the program;
 - ✓ Check of the received feedback information – by reviewing the transcript representing Annex No. 14 received on the monitor (immediately), through an e-mail message or through the web application on the NSSI's web page, item "Documents" (at any time);
 - ✓ Operating with the programme for correction of errors of declined data – it is available for use and saved in the local database.

- ***Upon operation with own/other's product having the set for such an opportunity*** – all actions for achieving the desired result are to be performed in accordance with the directions of the supplier of the software and the available tools.
- ***Upon submission through the web application on the NSSI's web page of files prepared on a local programme.***
 - ✓ Familiarizing with the Manual for work with the web application on the web page of NSSI – regimes for data submission;
 - ✓ Login in the application with QES of already registered user having the right to fill in and submit data;
 - ✓ Selection and identification of the type of the user in accordance with their status (liable entity, insurance fund, authorized entity);
 - ✓ Entering the liable entity (UIC/BULSTAT);
 - ✓ Entering in the regime for submitting files, selection of a file from the relevant directory/device where it is saved and then it is to be checked and/or sent;
 - ✓ Check of the received feedback information – by reviewing the transcript received on the monitor (immediately), through check of the e-mail, or through the application in the item “Documents” (at any time);
 - ✓ Correction of errors in the declined data through the relevant programme tool with which they were created. New exported files are to be prepared, and they are to be submitted again analogically if this is the selected way.
- ***Possible mixed options*** (change) in the selected way of operation for electronic submission – it is important to be assured the relevant preliminary preparation in accordance with the selected way, and the mandatory registration of users with valid QESs to be performed.

4. Possible mixed options (change) in the way of submission of data in accordance with the specific needs and opportunities. The recommended way of operation is electronic submission of the data and, if possible, online (immediately/at the same time) right after they are filled. This assures the immediate check of the authenticity of the data, correction of errors and accelerated payment of the benefits. The mixed submission of data – the rotation of the submission on paper, postponed submission of files, online electronic submission, and etc. can lead to confusion in the chronology of the receipt of the data in the NSSI's registers and therefore – can lead to incorrect checks or incorrect data processing upon correction and erasure.

Important to know!

1. For registration:

- The type of QES is being monitored pursuant to the type of the user – liable entity (insurer/self-insured individual), authorized entity, insurance fund. Any subject can make a registration with a different status (types of users) with their QES if it meets the relevant requirements;

- It is not needed a re-registration upon continuation of the period of validity of the QES with the same identification information (PIN, BULSTAT, author);
- Upon a new QES (change in the identification information) a new registration as a user is to be made.

2. For submission/correction/erasure of data, under monitoring are the following:

- User's QES – is it valid (deadlines); is it registered as a user; is there a conformity between the status (user type) it has entered and the information filled in the data to be submitted; is the registration of the authorized entity confirmed;
- Upon submission through an insurance fund – does the liable entity has an active membership in the fund as to the moment of submission of data;
- Upon submission through an authorized entity – is the authorization active/approved;
- Is the submitted data formally correct;
- Is the submitted data logically correct;
- Is the code “submission”/”correction”/”erasure” filled in correctly;

3. Feedback:

- **Repeated submission** of declined/returned data at the moment of their submission – with the same code;
- **Sending** unstructured documents – through a function of the web application on the NSSI's web page;
- **Correspondence** regarding discrepancies in submitted data found by a LO of NSSI – through e-mails or submission of data with the code “correction” or the code “erasure”;
- **The web application on the NSSI's web page** provides access to transcripts based on the submitted information, as well as to documents issued by NSSI.

Detailed information regarding the submission of documents for payment of benefits from 01.01.2016 can be found on the NSSI's web page, in the column “E-services”/sub-column “e-cash benefits”, as well as in the sub-column “For software developers” – “Electronic transfer of data for payment of benefits from the SSS”.