# E-SOCIAL SECURITY: ANTICIPATING THE FUTURE
## ESIP Conference 2018
## Background information

The impact of digitalisation on our societies has been widely discussed across the European Union and has been at the heart of concerns within the European institutions through several legislative initiatives, as well as the topic of intensive debate. Its specific impact on social security systems remains a more confidential topic at EU level which led the European Social Insurance Platform, representing over 50 national social security institutions in 16 Member States and Switzerland, to gather national experts and EU policy-makers to further discuss these issues during an interactive conference.

### Digital tools for information exchange between social security systems
In May 2015, the European Commission launched its Digital Single Market Strategy, as part of its ten main political priorities and it has led to the publication of a vast range of initiatives. Amongst them, of major interest for social security institutions is the new e-Government Action Plan, to accelerate the digital transformation of governments and public administrations, as well as the entry into force of the Regulation on eIDAS. Within the single market, social security institutions are also important actors and enablers of the freedom of circulation of persons. In order to do so, cooperation is key. Several initiatives aim at ensuring the interoperability of social security systems, including the project of an Electronic Exchange of Social Security Information (EESSI). Are social security systems ready to implement EU-level interoperability solutions? How can cross-border cooperation be improved?

### Digital tools for the prevention and fight against fraud and error
Digitalisation, while posing challenges for social security systems, also provides opportunities, in particular as regards the fight against fraud and error. Indeed, when tackling fraud and error from the collection of contributions to the provision of benefits to anticipating risks of fraud, digital tools such as data mining can provide important support to social security institutions. In addition, digital tools could help tackle the non-take-up of benefits. What are some best practices in this field, and what can we learn from them? What are the tools needed at EU level to support national systems?

### New forms of work and their impact on social security
Digitalisation has led to the development of new forms of platform and collaborative work. It remains to be assessed to which extent these will impact European welfare states, in particular those whose model is based on employment status. With the proclamation of the European Pillar of Social Rights, the European Commission has enshrined the access to social protection for both employed and self-employed workers (principle 12). In addition, the Commission has proposed a Recommendation on access to social protection.

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In parallel, ESIP produced with its Members an overview of the current situation regarding the pensions coverage of platform workers. The study showed that the payment of contributions is often insufficient to meet the threshold required for social security coverage. However, the realities of new forms of work are very diverse and some new forms of work are the source of complementary revenue. Several national solutions are already set in place, showing that we might not need to reinvent social security altogether.

What impacts do new forms of work have on European welfare states? What solutions exist at national level?

## E-services: social security online

An increasing number of services are provided online by social security systems to their insured persons, which in turn change their expectations. At EU level, the proposal for a Single Digital Gateway will require social security institutions to grant online access to a set of determined procedures. The use of new technologies also raises a number of issues regarding the protection of the insured persons' data. In addition, the widespread use of e-services requires reinforcing the digital literacy of the insured and ensuring the accessibility of the tools provided. What services are social security systems providing, and what are some best practices? How can social security institutions ensure the respect of data protection and the accessibility of their services?

## Digital health

Within social security branches, digital developments are rapidly changing the provision of healthcare. A wide reflection on making the best of the potential benefits of digital healthcare has been launched by the European Commission. Social insurers have been at the forefront of the debate in their role as healthcare payers, to maximise the benefits of e-health for both healthcare systems and citizens. Digital solutions could transform certain aspects of healthcare provision and improve their efficiency while raising the issue of their reimbursement, insuring equal access to digital health and the necessary regulatory safeguards at EU and national level. What benefits can digital health solutions bring to the insured? How can we ensure digital health solutions provide an added value and support the sustainability of healthcare systems?

Each of these issues will be tackled through a dedicated workshop, giving participants the opportunity to exchange and propose their solutions. In all those areas, the question of the role that the EU does, can or should play to support national social security systems will be raised. A background paper will be provided for each workshop, providing more detailed background information.