

Annex A – Inventory of digital cross-border services in Member States

Instructions to fill in the inventory

Please focus on cross-border services in the field of social security coordination for your country

Country name	[insert your country name]
Last update country fiche	[insert the date when you are filling in the inventory]
Overall evaluation of advanced status up to date	[You can write here general observations or comments about the general status of evolution of digitalisation in SSC in your country]

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s)	D. Type	E. Status	F. Facilitates interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
Here you can choose through the drop down list which benefit you are describing. The list includes: [APPLICABLE SSC, SICKNESS BENEFITS IN CASH, SICKNESS BENEFITS IN KIND, MATERNITY BENEFITS, PATERNITY BENEFITS, MATERNITY&PATERNITY BENEFITS, FAMILY BENEFITS, UNEMPLOYMENT BENEFITS, OLD-AGE PENSION BENEFITS, ACCIDENTS AT WORK BENEFITS, OCCUPATIONAL DISEASES.] If for one benefit you have more services in mind you can continue in the next slot by selecting again the same one (f.i. Sickness benefits in cash), even though it will have different characteristics. Maybe the first service you will described is addressed to citizens, and the second one to administrations, they might therefore have different objectives, etc.	Here you can insert the name of the tool and/ or the hyperlink (possibly indicating in brackets if it is or not available in EN.	Here you can indicate which is the objective of the service you are describing, among: OBTAIN A BENEFIT, PROVIDE A BENEFIT, OBTAIN A PORTABLE DOCUMENT, DELIVER A PORTABLE DOCUMENT, VERIFY A PORTABLE DOCUMENT, REPORT AND/OR DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES, EXCHANGE INFORMATION, ASSESS RISK, MATCH DATA, WITHDRAW PORTABLE DOCUMENT. In case MORE OPTIONS are relevant, please use the different rows.	electronic: It is a tool that works through a chip, e.g. the card allowing you to pay contactless.	IN USE: it is a system already operational and perfectly working	1) ADMINISTRATIONS OF MSs: The tool you are describing is mainly addressed to institutions and it facilitates interaction between them.	[Here a description of the tool, as extensive as possible]	[Here fill in ONLY IF there is an automated process, meaning that f.i. the service you are describing is using physical machines, computer software, and other technologies to perform tasks that are usually done by humans. An example is if the service has a CHATBOX function.] More info here: https://ggsitc.com/blog/what-is-the-difference-between-automation-and-robotization	[Here fill in ONLY IF there is a robotised process, meaning that f.i. the service you are describing is using an application governed by business logic with the aim of automating business processes, these tools can make it possible for businesses to configure software to robots in order to interpret applications for processing things like transactions, data, triggered responses, and general communication with other integrated systems. More info here: https://ggsitc.com/blog/what-is-the-difference-between-automation-and-robotization	
			online: It is a platform/ database/portal/etc, available online, through internet. E.g. a portal where you can calculate which will be the amount of your pension in 10 years.	UNDER DEVELOPMENT: it is still work in progress, not yet operational	2) INSTITUTIONS AND USERS: The tool you are describing is mainly useful to facilitate interaction between an institution and users (e.g. undertakings, workers, self-employed)				
			digital: It is an app/a station that uses technology to provide a service, not necessarily online. E.g. an app on your phone/ the McDonald 'totem' where you can order and pay food without interacting with a person.		3) BOTH: the tool can be considered addressed to both categories.				

Austria

Overall evaluation of advanced status up to date

Austria developed services and tools which are digitalised overall in the healthcare sector. Services that were mentioned during the interviews are PEB, OEGK and EUDI Wallet. Some of these services are available in multiple language and provide the possibility for the users to obtain portable outcomes, also through their smartphones. EESSI seems to be key in all digitalised procedures regarding social security coordination.

Table 1. Austria

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	EHIC	OBTAIN A BENEFIT	ONLINE	IN USE	3) BOTH	It is in use, and the request can be made online, having an Austrian log in or eIDAS, however the EHIC is then issued on the back of the health insurance card, therefore the outcome is only physical, at this stage.			
		VERIFY A PORTABLE DOCUMENT							
APPLICABLE SSC		OBTAIN A BENEFIT	ONLINE		3) BOTH	PD A1 can be requested online, if the person has a an Austrian account or eIDAS, however it is issued in a pdf format, not electronically. However, this might change in the near future.			
		PROVIDE A BENEFIT							
SICKNESS BENEFITS IN CASH	Website of the Austrian social security institution to ask an S1	OBTAIN A BENEFIT	ELECTRONIC	IN USE	3) BOTH	The website, after having verified credentials (through Austrian credentials or eIDAS) allows the user to also fill in the S1 or S3 form and send it online, after having signed digitally.			
SICKNESS BENEFITS IN KIND	MySVApp	OBTAIN A BENEFIT	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	MySV app, accessible through an Austrian account or through eIDAS credentials, provides mobile access through mobile phone and tablet to your social security services, in particular through this app it is possible to control: Personal data and co-insured persons, bills (it is possible to submit invoices to get reimbursement), download insurance periods, show doctor appointments, obtain e-prescriptions.			
UNEMPLOYMENT BENEFITS	eAMS account	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	After having inserted austrian credentials or eIDAS credentials the applications can be submitted personally at the regional office of the employment service or online via the eAMS-account. If the application is submitted electronically, you must appear in person at the regional office within 10 days of electronic transmission. The AMS may waive the requirement to appear in person, particularly in the case of compelling reasons such as taking up employment or illness. After the application has been checked by the AMS, if the conditions are met, unemployment allowance is awarded and notification is sent, which in particular details the start date, end date and amount of the entitlement to unemployment allowance.			
		PROVIDE A BENEFIT							

Belgium

Overall evaluation of advanced status up to date

Belgium is significantly advanced in terms of implementing accessible digital social security services for cross-border workers. Through platforms like *itsme*, *mypension.be*, and *MyBenefits*, citizens and residents can easily access information and benefits. Belgium is also developing initiatives to further facilitate the submission of relevant information through mobile devices, which are expected to contribute to greater accuracy in employment declarations, relevant for determining the applicable social security legislation and in combating social security fraud.

Table 2. Belgium

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	MYHEALTHVIEWER	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	With the itsme application you can identify yourself online with several governmental institutions. You first make an account with your electronic identity card or with your bank card. You can then go on mijngezondheid.be or myhealthviewer.be and login with your itsme-app or with your identity card and an e-reader and consult your global medical record, an overview of your health data available in a hospital or laboratory, information about your medication, your prescriptions, your vaccinations, your health insurance fund, etc. Since 2020, drug/medicine prescriptions are put directly on the ID card and the citizen can get his/her medicines at the pharmacy with his/her ID card. The citizen will pay the pharmacist the price with direct deduction of the amount covered by the health insurance.	No	No	
		PROVIDE A BENEFIT							
SICKNESS BENEFITS IN KIND	E-MUT	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	e-Mut is an automated service that allows the member - who has access to the Internet - to obtain information related to his/her file and carry out transactions and consultations there.	No	No	
		DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
FAMILY BENEFITS	MY FAMILY/ PARENTIA	PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	In the family benefit sector, whether the situation is purely national or international, families can submit their requests for receiving family benefits through an online procedure, directly via the websites of the funds. They can also submit a request for obtaining certain documents such as certificate of payment. 90 % of requests are introduced online.	YES, there is at the beginning of the website s questionnaire, depending on answer the service redirects you to the correct webpage.	No	
		OBTAIN A BENEFIT							
UNEMPLOYMENT BENEFITS	MYBENEFITS	OBTAIN A BENEFIT	DIGITAL	IN USE	3) BOTH	With the MyBenefits, people have the proof of their social status in their pocket anytime, anywhere. Just show the digital proof on your mobile phone, the employee scans the QR code and you pay the reduced tariff.	No	No	
		VERIFY A PORTABLE DOCUMENT							
		MATCH DATA							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	CONTROL CARD FULL UNEMPLOYMENT (Controlekaart Volledige Werkloosheid)	OBTAIN A BENEFIT	ELECTRONIC			With the 'Controlekaart Volledige Werkloosheid', you enter work days, sick days, holidays and other non-reimbursable days of the current unemployment month online. At the end of the month, you use the card to electronically request payment from your payout institution. Your disbursement institution will calculate the amount of your reimbursement based on the data you entered via your electronic control card C3.	No	No	
		DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	DIGITAL						
		VERIFY A PORTABLE DOCUMENT							
OLD-AGE PENSION BENEFITS	MYPENSION	PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	This is s the online pension portal for all personalised information on statutory and supplementary pensions. mypension.be has secure access. You use this online service to apply for a retirement pension, survivor's pension, transitional allowance, IGO (income guarantee for the elderly) and all other pensions and benefits paid by the Federal Pension Service. To ensure the security of your file, you must log on to mypension.be with a digital key. To access your online pension file, you need to log in with your electronic identity card. To do this, you will need your PIN and a card reader.	No	No	It is also used to provide other type of pensions, not only old-age pensions.
		OBTAIN A BENEFIT	ELECTRONIC						
APPLICABLE SSC	WABRO	VERIFY A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Since 2001 the issuing of A1 certificates has been digitalised and automated. An application can be made online and the form is issued in a PDF format via a secured ebox of the employer. Since 2015 A1 multistate working has also been incorporated in this system, called WABRO (Working ABROad). This system performs a whole series of automated checks (RPA) in the available databases (identification person and employer, working relationship, financial situation employer, previous crossborder working by the employee, prior coverage employee in the Belgian scheme, substantial activities employer). The exercise of the employers authority during the work abroad is checked by a number of questions to be answered by the applicant (eg. labour contract, power to hire and dismiss the employee, juridical responsibility for the salary, ...).		No	
		MATCH DATA							
		ASSESS RISK							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	CHECKINATWORK		ONLINE	IN USE	2) INSTITUTIONS AND USERS	Checkinatownk is the online service for the registration of presence for working in immovable property and activities relating to the meat sector. This is the registration of: a) everyone who works in an immovable property at a workplace for which the total cost is equal to or higher than a specific threshold amount; b) and everyone performing activities in connection with meat preparation or meat products and slaughter or cutting of ungulates, fowl and rabbits in facilities subject to the acknowledgment (acknowledgments, approvals and prior registrations) of the Federal Agency for the Safety of the Food Chain (FAVV).			
APPLICABLE SSC	LIMOSA	DELIVER A PORTABLE DOCUMENT VERIFY A PORTABLE DOCUMENT DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES ASSESS RISK MATCH DATA		IN USE	3) BOTH	In case you are an employer sending an employee to work in Belgium or a self-employed person travelling to Belgium for work in Belgium, you are required to fill in the mandatory declaration known as the Limosa declaration. Any individual not subject to Belgian social security who comes to work in Belgium on a temporary and/or part-time basis must be able to present proof of the Limosa-1 declaration. Failure to make this declaration exposes you to criminal or administrative sanctions.			

Bulgaria

Overall evaluation of advanced status up to date

Since March 2024 The Bulgarian National Social Security Institute (NSSI) has developed and implemented a United Portal for Electronic Services (UPES): <https://eportal.nssi.bg/services>.

The United portal is accessible through the NSSI website, consolidating all existing platforms and web applications at the Institute for the provision of administrative and reference services for cash benefits, pensions and guaranteed claims. It is not clear whether it is possible to access through eIDAS credentials.

Table 3. Bulgaria

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	https://eportal.nssi.bg/services	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The United Portal for Electronic Services of the Bulgarian National Social Security Institute provides access to all the on-line services offered by the Institute. Users must register and identify themselves, either with a personal identification code or a qualified electronic signature. They can request or submit documents, report changes in their status and claim pensions. The services provided are available in EN with short description of the service, legal ground and documents needed to be uploaded. Depending on whether the identification is of a natural or legal person, the information available will be personal or company respectively. As a result of the request of the email address you specify, you receive an incoming number (registration index) from the NSSI record system, as well as an access code through which you can track the course of the work on your document. The answer is obtained according to the choice of delivery - at a specified postal address or e-mail.			
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		EXCHANGE INFORMATION							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	https://eportal.nssi.bg/services	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The United Portal for Electronic Services of the Bulgarian National Social Security Institute provides access to all the on-line services offered by the Institute. Users must register and identify themselves, either with a personal identification code or a qualified electronic signature. They can request or submit documents, report changes in their status and claim unemployment benefits. The services provided are available in EN with short description of the service, legal ground and documents needed to be uploaded. Depending on whether the identification is of a natural or legal person, the information available will be personal or company respectively. As a result of the request of the email address you specify, you receive an incoming number (registration index) from the NSSI records system, as well as an access code through which you can track the course of the work on your document. The answer is obtained according to the choice of delivery - at a specified postal address or e-mail.			
		DELIVER A PORTABLE DOCUMENT							
		OBTAIN A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	https://eportal.nssi.bg/services	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The United Portal for Electronic Services of the Bulgarian National Social Security Institute provides access to all the on-line services offered by the Institute. Users must register and identify themselves, either with a personal identification code or a qualified electronic signature. They can request or submit documents, report changes in their status and claim sickness benefits in cash. The services provided are available in EN with short description of the service, legal ground and documents needed to be uploaded. Depending on whether the identification is of a natural or legal person, the information available will be personal or company respectively. As a result of the request of the email address you specify, you receive an incoming number (registration index) from the NSSI records system, as well as an access code through which you can track the course of the work on your document. The answer is obtained according to the choice of delivery - at a specified postal address or e-mail.			
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
MATERNITY BENEFITS	https://eportal.nssi.bg/services	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The United Portal for Electronic Services of the Bulgarian National Social Security Institute provides access to all the on-line services offered by the Institute. Users must register and identify themselves, either with a personal identification code or a qualified electronic signature. They can request or submit documents, report changes in their status and claim sickness benefits in cash. The services provided are available in EN with short description of the service, legal ground and documents needed to be uploaded. Depending on whether the identification is of a natural or legal person, the information available will be personal or company respectively. As a result of the request of the email address you specify, you receive an incoming number (registration index) from the NSSI records system, as well as an access code through which you can track the course of the work on your document. The answer is obtained according to the choice of delivery - at a specified postal address or e-mail.			
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
SICKNESS BENEFITS IN KIND	ELECTRONIC PATIENT FILE: https://my.his.bg/login , https://pis.nhif.bg/main/	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The Electronic Patient File is the tool through which citizens can trace and consult their entire health history, sharing it with health professionals to guarantee a more effective and efficient service. All the information and documents that make up the ESF are made interoperable to allow it to be consulted and populated throughout the country and not only in the region of residence of the assisted person.			

Croatia

Overall evaluation of advanced status up to date

E-citizen (<https://gov.hr/en>) is a main online tool for all administrative matters regarding social security services. It is available for all Croatian citizens, EU citizens with residence in Croatia, foreign nationals with residence in Croatia, digital nomads and EU citizens via a cross-border cooperation node. It is possible to log in with one of the digital credentials (such as an eOI or bank token). E-services and digital credentials are classified into three security level categories (3) high, (2) significant and (1) low. It offers many services related to family life, health and employment. THE COUNTRY FACT SHEET displays the usage of e-services through the e-Citizen portal based on a number of log-ins. The selected 5 base registries indicate the highest number of log-ins in comparison to remaining other 26 services in terms of log-ins.

Table 4. Croatia

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	European Health Insurance Card	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	As a person insured with the Croatian Health Insurance Fund (CHIF) , you are entitled to a European Health Insurance Card, which enables you to use health care services during your temporary stay in EU Member States, Norway, Iceland, Liechtenstein and Switzerland. It covers the costs of emergency healthcare, for which a physician from the healthcare institution abroad you turned for help determines that it cannot be postponed until your planned return to Croatia. To obtain a card, you need to either contact the CHIF's regional or branch office in person or submit an application via e-Citizens. You can also apply for an EHIC via a queue machine (a system for electronic queue management) which have the additional possibility of the current production EHIC within less than a minute by entering the personal identification number (OIB) of the insured person.	No	No	
		EXCHANGE INFORMATION							
SICKNESS BENEFITS IN KIND	The Health Portal	PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The Health Portal enables citizens of the Republic of Croatia to access part of their own medical data from the Central Health information system of The Republic of Croatia (CEZIH), which is also an e-service that parents can use on behalf of their minor child. You have to log-in to the e-citizens portal and you will be able to get overview of your visits to the selected primary health care physicians and order and cancel appointments, get presentation of data on medicinal products prescribed by selected doctors in primary care, get overview of prescribed referrals and review of laboratory findings from laboratories in primary health care etc.	No	No	
		OBTAIN A BENEFIT							
		DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		EXCHANGE INFORMATION							
MATERNITY&PATERNITY BENEFITS	Maternity and parental support	EXCHANGE INFORMATION		IN USE	2) INSTITUTIONS AND USERS	Workers cannot submit a maternity / paternity leave claim on-line or through e-citizen services. There is only information page describing the services provided for the various categories of workers in the event of birth, adoption or foster care. The claim can be submitted as a scan of the document via e-mail to the competent administration unit in the Croatia Health Insurance Fond.	No	No	
		OBTAIN A BENEFIT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	FAMILY BENEFITS	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The claim for family benefits provided in the Republic of Croatia (child benefit and family pension) can be submitted through the web portal e-services of Croatian Pension Insurance Institute. Web portal offers a possibility to fill out the form digitally and to submit all the necessary paperwork.	No	No	
		PROVIDE A BENEFIT							
FAMILY BENEFITS	FAMILY BENEFITS	DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The calculator enables citizens to calculate the requirement of income census through the web portal e-citizen, the corresponding amount of child allowance depending on the established census and the allowance for third and fourth children according to the provisions of the child allowance Act.	No	No	
UNEMPLOYMENT BENEFITS	UNEMPLOYMENT BENEFIT	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	If a person has worked in any other EU Member State, as well as in Switzerland, Norway, Iceland or Liechtenstein, the length of service there is taken into account when determining the right to compensation in Croatia. Data about that work (insurance periods, reason for termination of employment, amount of salary) must be confirmed by the employment office of the country in which it has been performed it, i.e. in which a person was insured. If a certificate from a foreign institution is not obtained (form PD U1), the Croatian Employment Service (CES) will start the procedure of collecting the necessary documentation. The claim for the benefit can be submitted through e-citizen web portal.	No	No	
		PROVIDE A BENEFIT EXCHANGE INFORMATION							
OLD-AGE PENSION BENEFITS	PENSION CLAIM	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The service allows beneficiaries registered in the mandatory pension fund administered by Croatian Pension Insurance Institute to submit the claim for a direct old-age or early retirement pension through web portal e-citizen. It also allows workers enrolled in private pension schemes to submit their claimers for a pension benefits and to choose pension insurance company electronically (by using electronic signature). The service provide the possibility to choose the pension by registering on the web portal by using eOI (electronic identity card reader).	No	No	This service also allows to obtain other pension than the old-age one.
		PROVIDE A BENEFIT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	PENSION	DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	You can request an informative calculation of the pension pursuant to the pension Insurance Act by applying to the e-citizens portal, and after obtaining the user name and password you can also enter the users' websites of the Croatian pension Insurance Institute and that informative calculation is free of charge	No	No	FROM THE EU SURVEY: In order to prevent undue payments of pensions due to the death of beneficiaries, CPII has concluded agreements on the electronic exchange of data on the fact of death with the member states in which it has the largest number of beneficiaries (Slovenia, Austria, Germany and Switzerland). By commencement of the electronic data exchange, the beneficiaries are not obliged any more to deliver their Life Certificates. Also, the information about death is available to the competent institution in a due time, preventing thus any possible undue payments.

Cyprus

Overall evaluation of advanced status up to date

The existing digital tools in Cyprus are not specific to cross-border situations, they apply to all applicants. Requests are made by using relevant links with personal identification credentials and traditional approaches (downloadable pdf files that are submitted physically). The relevant links are generally available in English (<https://www.gov.cy/services/ergasia-kai-asfalish/paroxes-gia-asfalismenous/>). No manuals providing guidance to applicants concerning the use of links for each benefit were detected during desk research or brought to our attention through the interviews. Concerning the degree of automation or robotisation the inputs of the interviewees point to their absence. That said, there is awareness in the Cypriot administration about the benefits of digitalisation, including the area of social security coordination. The Single Digital Gateway, which is undertaken by the Deputy Ministry on Research, Innovation and Digital Policy is also relevant. An electronic form for the communication of citizens with the Ministry of Labour & Social Insurance is also available on the website of the Ministry of Labour and Social Insurance (<https://www.mlsi.gov.cy/mlsi/mlsi.nsf/contact-el/contact-el?openform>).

Table 5. Cyprus

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC									PD A1 is not processed at present online.
SICKNESS BENEFITS IN CASH	Επίδομα ασθενείας https://www.gov.cy/service/epidoma-astheneias/	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	A CY login registration is needed as well as authentication. This falls under the responsibility of the Ministry of Labour and Social Insurance (Social Insurance Services). For help and support an address is provided, including working hours, as well as a four-digit telephone number and an email address.	Automated procedures, not specifically to this benefit or to cross-border situations, but in general were reported by the respondents to be underway.	Automated procedures, not specifically to this benefit or to cross-border situations, but in general were reported by the respondents to be underway.	A guide is available which is, however, about substantive rights with no reference to the logistics of the applications on the internet.
SICKNESS BENEFITS IN KIND	European Health insurance Card https://www.gov.cy/moh/en/documents/european-health-insurance-card/	OBTAIN A BENEFIT	ELECTRONIC		2) INSTITUTIONS AND USERS	A downloadable form must be filled in by applicants and submitted in a traditional manner.	No	No	Downloadable application form: https://www.gov.cy/media/sites/24/2024/05/Application-for-the-European-Health-Insurance-Card.pdf . The contact details of the competent Ministry, i.e. Ministry of Health, are also provided.
MATERNITY BENEFITS	Maternity allowance benefit (επίδομα μητρότητας) https://www.gov.cy/service/epidoma-mitrotitas/Birth grant (βοήθημα τοκετού) https://child-birth-grant.service.gov.cy/	OBTAIN A BENEFIT	ELECTRONIC		2) INSTITUTIONS AND USERS	A CY login account is needed as well as authentication. The responsible body is the Ministry of Labour and Social Insurance.	Automated procedures, not specifically to this benefit or to cross-border situations but in general were reported by the respondents to be underway.	As above	For help and assistance the address of relevant services is provided, including working hours, as well as a telephone number and an email address.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
PATERNITY BENEFITS	Επίδομα πατρότητας https://www.gov.cy/service/epidoma-patrotitas/	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	According to the website of the Ministry of Labour and Social Insurance, the application is made by using a form which can be downloaded from the internet (a pdf document). The document should be filled in in writing and submitted to the relevant services in a traditional manner (as a seal is required on the form).	No	No	The pdf: https://www.gov.cy/media/2024/06/%CE%A5%CE%9A%CE%91-3-009-%CE%91%CE%99%CE%A4%CE%97%CE%A3%CE%97-%CE%93%CE%99%CE%91-%CE%95%CE%A0%CE%99%CE%94%CE%9F%CE%9C%CE%91-%CE%A0%CE%91%CE%A4%CE%A1%CE%9F%CE%A4%CE%97%CE%A4%CE%91%CE%A3.pdf
FAMILY BENEFITS	Child grant https://child-birth-grant.service.gov.cy/	OBTAIN A BENEFIT	ELECTRONIC			CY login and authentication needed.	Automated procedures, not specifically to this benefit or to cross-border situations but in general were reported by the respondents to be underway.	No robotised elements at present according to the inputs of the respondents.	The child birth grant application can also be made by using a downloadable pdf form.
	Child benefit and single parent benefit https://www.gov.cy/service/epidoma-teknou-kai-epidoma-monogoneikis-oikogeneias/								
UNEMPLOYMENT BENEFITS	Unemployment benefit https://www.gov.cy/en/service/unemployment-benefit/	OBTAIN A BENEFIT	ELECTRONIC			Registration requires a login account, which is a personal account giving access to government services. Identity needs to be confirmed first through online banking, video conference/call or by going to Citizens Service Centre or District Post Office. The responsible body is the Ministry of Labour and Social Insurance (Social Insurance Services).	As above	As above	The address of relevant services, a telephone number and an email address are provided for help and support.
OLD-AGE PENSION BENEFITS	Statutory pension application https://www.gov.cy/en/service/statutory-pension-application/	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	A CY login account is needed (authentication). The responsible body is the Ministry of Labour & Social Insurance (Social Insurance Services).	As above	As above	The address of relevant services, a telephone number and an email address are provided for help and support.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
ACCIDENTS AT WORK BENEFITS	Επίδομα σωματικής βλάβης (Body injury benefit, which covers accidents at work) https://www.gov.cy/service/epidoma-somatikis-vlavis/ See also: https://www.gov.cy/en/service/physical-injury-allowance/	OBTAIN A BENEFIT	ELECTRONIC	IN USE		Physical injury benefit on the grounds that the employed person is unable to work or as a result of an accident at work.	No	No	A downloadable form to be submitted in a traditional manner is also provided for: https://www.mlsi.gov.cy/mlsi/sid/sidv2.nsf/All/F221FEB1B08E0159C2257B18003C2812?OpenDocument
OCCUPATIONAL DISEASES	Επίδομα σωματικής βλάβης (Body injury benefit, which covers occupational diseases) https://www.mlsi.gov.cy/mlsi/mlsi.nsf/All/127B5250763BC200C22587E3003870FD?OpenDocument	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Physical injury benefit because the employed person is incapable for work as a result of an occupational disease. This is an electronic application, where a pdf to be downloaded by the applicant must be filled in and then submitted to the competent service in a traditional manner (Social Insurance Office or Citizens Service Centre).	No	No	It is noted that disability benefits are paid for permanent injuries caused by an occupational disease (downloadable form). https://www.gov.cy/en/service/disability-benefits/

Czechia

Overall evaluation of advanced status up to date

There have been certain attempts to promote the level of the cross-border digital services in Czechia, but it is still on the way to full digitalisation and much more shall be adopted to achieve the optimal level.

Table 6. Czechia

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	ePortál ČSSZ (CZ) ePortál ČSSZ (EN) Portal login Online pension application	MATCH DATA	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Since December 2023 this portal enables to apply for a pension in the Czech Republic by a pension seeker with working history abroad (not only the old-age, but also disability and survivors' pension). To use the online services of the ePortál ČSSZ (internet portal of the Czech Social Security Administration), you need to log in via your citizen identity (bank identity, eID, eGovernment mobile key, NIA ID, or International ID Gateway) or via a data box. Logging in with these personal data guarantees that the services are adopted to a specific person. These services include in particular the viewing of data recorded about them in the ČSSZ' databases, the possibility to find out about the expected preliminary height of the pension granted in Czechia (only when a person is logged in) and the possibility to fill in online interactive forms (with or without logging in).	The personal data registered with the profile herein are automatically filled into the forms available in ePortál ČSSZ. It only is a voluntary, not obligatory possibility to have a profile and register, as the form shall also be available on the websites of ČSSZ.		An example of the option of online filling of the interactive forms might be the Certificate of Living by which the recipient of an old-age pension (in particular a person who stays abroad outside the territory of the Czech Republic for at least 270 days in a calendar year) confirms that the conditions for entitlement to the payment of his or her pension still persist. Afterwards, however, Certificate of Living has to be submitted in a paper form with an officially verified signature of the pension's recipient. The Certificate of Living in different language versions is only available on the ePortal in Czech language. Some of the documents obtained from the ePortál ČSSZ can subsequently be sent in electronic form via a data box. Certain services are available in English on the following link: https://eportal.cssz.cz/web/portal-en
		PROVIDE A BENEFIT	ONLINE						
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
		EXCHANGE INFORMATION	ONLINE						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE						
FAMILY BENEFITS	Klientská zóna JENDA	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	In this portal, it is possible to submit an application for some family benefits, such as Child allowance (state social support benefit paid repeatedly to a dependent child in the case of insufficient income), Parental allowance (drawn by a child carer possibly until the child is 3 years old, but can be for a shorter period), report data changes, change the monthly amount of Parental allowance received and monitor the status of the application.			There is no automated application approval, the application first goes to a specialized workplace, the so-called back-office, for checking. If any data or document is missing in the application, the staff will send a request for addition (but via the portal, so it also enables the exchange in information).
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE						
		EXCHANGE INFORMATION	ONLINE						

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	Digitization of unemployment benefits application (without link)	OBTAIN A BENEFIT	ONLINE	UNDER DEVELOPMENT	2) INSTITUTIONS AND USERS	The application for unemployment benefits shall be unified within the system Klientská zóna JENDA mentioned above, it shall be possible to submit an application via this portal and monitor the status of the application.			
SICKNESS BENEFITS IN CASH	ePortál ČSSZ (CZ)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The ePortál ČSSZ makes it possible for the physician to fill in a Detailed Medical Report within the portal (filled in in accordance with applicable national regulations on the basis of an examination). The form is intended for filling in data on the state of health of persons who apply for a benefit, in a Member State other than the one in which they live. The form contains information for the competent authority regarding the applicant's state of health.			In Czechia invalidity pensions fall within the scope of the pension scheme, not sickness in cash benefits. The procedure is similar as for old-age and survivors pension as regards online/electronic requests.
	ePortál ČSSZ (EN)	OBTAIN A BENEFIT	ONLINE						
		EXCHANGE INFORMATION	ONLINE						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE						
APPLICABLE SSC	ePortál ČSSZ (CZ)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The online services of the ePortál ČSSZ enable to fill in various online submissions, such as a request for a form A1 (i.e. request for determination of legislation applicable). There are two types of electronic submissions - online interactive forms and online application. The online request can be submitted either through the portal ePortál ČSSZ (via interactive forms or online application) or electronically by sending an xml file to the data box of ČSSZ (interactive forms).	The personal data registered with the profile herein are automatically filled into the forms or application available in ePortál ČSSZ. It only is a voluntary, not obligatory possibility to have a profile and register, as the forms shall also be available on the websites of ČSSZ.		
	ePortál ČSSZ (EN)	MATCH DATA	ONLINE						
		EXCHANGE INFORMATION	ONLINE						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE						
		DELIVER A PORTABLE DOCUMENT	ELECTRONIC						

Denmark

Overall evaluation of advanced status up to date

The Danish digital tools for benefits are highly advanced, providing access to a wide range of public services. The system is designed to cater to various needs, from financial support to healthcare, ensuring comprehensive coverage for all citizens. The integration of MitID enhances security and accessibility, making it easier for users to manage their interactions with public authorities.

Table 7. Denmark

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	EUROPEAN HEALTH INSURANCE CARD https://lifeindenmark.borger.dk/ActionPage?selfserviceld=447f4ed5-146f-496c-a850-533fa684fa1a	DELIVER A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	An individual covered by the Danish health insurance has to log into the website (MitID) to apply for the European Health Insurance Card (EHIC) for free online.	After submitting the application, a temporary certificate is automatically sent to your Digital Post, and the physical card is usually delivered within 2-3 weeks. This automated process ensures that applicants can efficiently obtain their EU health card without the need for manual intervention. Before the expiry date of the EHIC, the individual receives an automated letter in the Digital Post inbox as a reminder to apply for renewal.		MitID is Denmark's new digital identity solution, replacing the previous NemID system. It is used for secure online identification and authentication across various services, both public and private. MitID enables users to log into online banking, access government services, and perform other secure online transactions. MitID enhances security with multiple authentication methods, including mobile app verification, code readers, and hardware tokens. It aims to provide a more robust and user-friendly digital identity framework, adapting to modern security standards and user needs. To obtain and use MitID, individuals must register through their bank or a citizen service center, where their identity is verified. This new system is part of Denmark's broader digital strategy to improve online security and convenience for its citizens.
		OBTAIN A PORTABLE DOCUMENT	ONLINE						

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	NATIONAL HEALTH CARD https://lifeindenmark.borger.dk/healthcare/health-insurance/health-insurance-card#	OBTAIN A BENEFIT OBTAIN A PORTABLE DOCUMENT EXCHANGE INFORMATION	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The Danish Health Card, often referred to as the 'yellow card', is a crucial part of Denmark's healthcare system. It serves as proof of entitlement to public healthcare services. The card contains personal information, including the holder's name, address, and CPR number, which is a unique identifier for each resident. The yellow card is issued to all residents of Denmark, including foreign nationals residing legally in the country. To obtain the card, individuals must register with their local municipality, providing proof of residence and identity. As first time registration, one must make an appointment to physically provide the documents in the municipality. To renew the card (eg in case of change of address, one can apply online. During registration, residents also select a general practitioner (GP) who becomes their primary healthcare provider. The card grants access to various healthcare services, such as visits to general practitioners, specialists, hospitals, and dentists. Most of these services are covered without direct charges to the patient, as they are funded through taxes. The card is also used to obtain prescription medicines at pharmacies. If the card is lost or damaged, it can be replaced by requesting a new one from the local municipality.	If the sickness duration exceeds 30 day and the individual is employed, the platform NemRefusion is used by employers to notify authorities about an employee's sickness. This system streamlines the application process and ensures timely communication between employers, employees, and municipalities.		
MATERNITY&PATERNITY BENEFITS	MATERNITY/PATERNITY BENEFITS https://lifeindenmark.borger.dk/family-and-children/family-benefits/maternity-paternity-benefits	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	As a salaried employee, one must ask their employer to go to virk.dk/barselsdagpenge and inform Udbetaling Danmark. They can do that no earlier than on your first day on leave. The individual will receive a letter giving access to apply: when the employer has given notice of the leave, one receives a letter through Digital Post from Udbetaling Danmark with access to apply for maternity/paternity benefits. One cannot apply in advance.	Parents can apply for these benefits online through Borger.dk using their MitID. The system manages applications, processes payments, and ensures that parents receive their benefits promptly. Udbetaling Danmark oversees this process.		

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	UNEMPLOYMENT BENEFITS https://job.jobnet.dk/CV/	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	At Jobnet.dk one can register as unemployed. If an individual loses their job, she/he should register as unemployed on the first day on unemployment. In order to receive unemployment benefits from the unemployment insurance fund, one need to be registered as unemployed on jobnet.dk. Login is done through MitID.			The Danish unemployment insurance system is a voluntary insurance scheme. This means that an individual is not automatically insured against unemployment when working in Denmark. The individual has to join a Danish unemployment insurance fund, also known as an 'a-kasse', in order to receive the benefits. These are private associations. When the individual has joined an unemployment insurance fund, she/he must pay contributions to the fund in order to be covered by unemployment insurance in Denmark.
OLD-AGE PENSION BENEFITS	DANISH STATE PENSION (FOLKEPESNTION) https://lifeindenmark.borger.dk/ActionPage?selfserviceld=ADBCD473-9799-4122-B451-92B91F644386	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	To receive the Danish state pension, one must actively apply for it. The claim can be submitted up to six months before reaching the state pension age. Claims can be made online or by post. To apply online, one needs to use the MitID and visit the official portal. If online application is not an option, one can request a paper form by contacting Udbetaling Danmark, Pension. Postal claims take longer to process than online claims. This service is also available for non-Danish workers who have the necessary electronic ID.			The Danish pension system comprises three sources: statutory pensions, labor market pensions, and individual pensions. Statutory pensions, managed by the public sector, include state and disability pensions, and the ATP Livslang Pension, which covers almost everyone. Labor market pensions are part of employment contracts, while individual pensions are set up privately through pension companies or banks. These combined pensions ensure a decent standard of living after retirement, functioning as an insurance product.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
ACCIDENTS AT WORK BENEFITS	ACCIDENTS AT WORK AND OCCUPATIONAL DISASTERS - Labour Market Insurance (AES) https://www.aes.dk/english/about-labour-market-insurance	OBTAIN A BENEFIT EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	If one suffered an accident at work it is the employer's duty to report the incident. Usually your employer's insurance company will handle the case. The insurance company will gather additional information about the accident and the injury. They assess if they can handle the case themselves, and if not, will forward it to Labour Market Insurance for further case management. Labour Market Insurance (AES) is a part of the ATP (Labour Market Supplementary Pension). Labour Market Insurance gathers and assesses all relevant information required for the processing of a workers' compensation claim. It cooperate with doctors, insurance companies, local authorities, trade unions, and lawyers in order to gather information, in order to ensure the best possible knowledge on which to base the decision. This service is also available for non-Danish workers who have the necessary electronic ID.			
OCCUPATIONAL DISEASES	OCCUPATIONAL DISEASES - Labour Market Insurance (AES) https://www.aes.dk/english/about-labour-market-insurance	OBTAIN A BENEFIT EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The employer does not have a duty to report occupational diseases. If one has a disease that may have been caused by your work, the General Practitioner or specialist reports this to Labour Market Insurance (AES). This service is also available for non-Danish workers who have the necessary electronic ID.			

Estonia

Overall evaluation of advanced status up to date

In Estonia you can apply and obtain most social security benefits online, if you have Estonian identification code and ID card. There is a state portal eesti.ee and portals of social security institutions, where one can apply for benefits and add supportive documents. Some of the benefit forms are prefilled (family benefits), some you need to fill the form in pdf/word and upload (old age benefits, S forms). All data about persons activity in Estonia is digitally available in registers kept by Estonian public bodies and these national databases interconnect with each other. In case of SSC, only the EHIC provision and its replacement certificate process are automated, other EU social security processes have human involvement. Most data with other states is exchanged through EESSI, no duplication of databases with other states. Estonian national databases do not interact (machine to machine) with other MS databases.

Table 8. Estonia

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	Riigiportaal www.eesti.ee	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	In national cases, benefit provision and obtaining is digital and automatic. If the sick-leave is inserted by the medical worker, then the provision of benefit is automatic. In case of cross border situations, all has human involvement, documents could be sent electronically.	In case of national events, even if the benefit claimer is form other MS the the benefit in cash is automatically provided if all the data necessary is in databases kept by national public authorities. S forms are not automatical and have human involement, also the application is on paper or electronic.	No	
		PROVIDE A BENEFIT	ELECTRONIC						
			DIGITAL						
SICKNESS BENEFITS IN KIND	Riigiportaal www.eesti.ee and also digilugu.ee	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Estonia does not have any national physical health insurance card etc. There is an online Estonian Health Insurance Fund Database and if person is registered there, then person has health insurance. One can see if she/he has insurance through state portal eesti.ee. The only physical card is EHIC, which one can apply through eesti.ee and then the card is sent home and also made digitally available in eesti.ee portal. In addition to this Estonia has digilugu.ee portal, where a persons digital health information is kept (all provided medical services, their descriptions, invoices, etc. are seen in digilugu.ee). You need to have Estonian ID card to access the digilugu.ee and the data kept in digilugu.ee is not automatically shared with other member states.	The provision of EHIC card and its replacement certificate is automated process. In case a person applies for it and has Estonian sickness insurance coverage, then the EHIC card and/or replacement certificate is automatically issued (EHIC sent to postal address and replacement certificate to email address).	No	
		OBTAIN A PORTABLE DOCUMENT	DIGITAL						
		PROVIDE A BENEFIT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
MATERNITY&PATERNITY BENEFITS	Riigiportaal www.eesti.ee and iseteenindus.sotsiaalkindlustusamet.ee	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	One can obtain maternity and paternity benefits online from eesti.ee (directed to SKAIS, iseteenindus.sotsiaalkindlustusamet.ee). In SKAIS there are pre-filled forms, where you can just click yes, if you agree with the benefit. A person needs to have an Estonian ID card for that .	Cross border situations are not automated.	No	
		PROVIDE A BENEFIT	ELECTRONIC						
FAMILY BENEFITS	Riigiportaal www.eesti.ee and iseteenindus.sotsiaalkindlustusamet.ee	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	One can obtain family benefits online from eesti.ee (directed to SKAIS, iseteenindus.sotsiaalkindlustusamet.ee). In SKAIS there are pre-filled forms, where you can just click yes, if you agree with the benefit.	Cross border situations are not automated.	No	
		PROVIDE A BENEFIT	ONLINE						
			DIGITAL						
UNEMPLOYMENT BENEFITS	Riigiportaal www.eesti.ee and https://www.tootukassa.ee/eetootukassa/logi-sisse	OBTAIN A BENEFIT	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	One can obtain unemployment benefits online from eesti.ee (which directs person to e-tootukassa portal, which is the portal of Estonian Unemployment Fund). All the information needed for granting the benefit is gathered from different registers to this portal and you can fill in applications there, this applies in cases where the facts have happened in Estonia.	National situations are automated, cross border situations are not automated.	No	
		PROVIDE A BENEFIT	ELECTRONIC						
		OBTAIN A PORTABLE DOCUMENT							
OLD-AGE PENSION BENEFITS	Riigiportaal www.eesti.ee and iseteenindus.sotsiaalkindlustusamet.ee	OBTAIN A BENEFIT	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	One can obtain old age pension benefits online starting from state portal eesti.ee and it directs a person to iseteenindus.sotsiaalkindlustusamet.ee portal, which is a portal of Estonian Social Insurance Board. The pension applications have to be filled in (e.g. in pdf format) and digitally signed and then uploaded to the portal. The pension application process does not have prefilled forms as much as family benefits have.	Cross border situations are not automated.	No	
		PROVIDE A BENEFIT	ELECTRONIC						
		OBTAIN A PORTABLE DOCUMENT	ONLINE						

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	eesti.ee	OBTAIN A PORTABLE DOCUMENT	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	One can obtain and withdraw A1 forms online from state potral eesti.ee. This is also delivered there in case a person has Estonian identification number, ID card.	No automatisatation, human involvement.		
		VERIFY A PORTABLE DOCUMENT	ELECTRONIC						
		DELIVER A PORTABLE DOCUMENT	ONLINE						
		WITHDRAW PORTABLE DOCUMENT							

Finland

Overall evaluation of advanced status up to date

In Finland it is possible to apply online for most benefits or services. The applications are then processed automatically, manually or a combination of these. Robotisation is almost non-existent. The services that are described are the same for cross-border persons as for persons residing in Finland. However, almost all the services require a valid Finnish ID or bank credentials (FROM THE EU SURVEY: or eIDAS credentials). There are online information for cross-border workers available e.g. in the websites of Kela, and Finnish Centre for Pensions (ETK).

Table 9. Finland

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	Sähköinen hakemuspalvelu (etk.fi)	OBTAIN A PORTABLE DOCUMENT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES WITHDRAW PORTABLE DOCUMENT DELIVER A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The A1 certificate is applied from the e-service "sähköinen hakemuspalvelu". The use of the e-service requires identification. Employer acting on behalf of the company will require an authorisation. The authorization can be done through Suomi.fi service. A PD A1 is issued and downloaded from the e-services. Applicant can print the certificate from the e-service or download it to a mobile device. You will receive an email from the Finnish Centre for Pensions when the certificate is available for download	The worker or his/her employer completes an online application. The system checks whether the application can be verified automatically. If not, a caseworker looks into it. Currently approx. 65 % of all PD A1 are issued through automated process.	No	The service goes by the name "sähköinen hakemuspalvelu" which means something like online / electronic application service. The name of the service is not widespread but the employers and employees use link found in etk.fi (the website of the Finnish Centre for Pensions) to log in to the service
OLD-AGE PENSION BENEFITS		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES OBTAIN A BENEFIT EXCHANGE INFORMATION	ONLINE	IN USE	1) ADMINISTRATIONS OF MSs	Finnish Centre for Pensions is exchanging information of deaths and other conditions related to pension provision implementation with Sweden, Norway and Germany (sTest network, with FTP protocol). The private pension providers in earnings-related pension scheme have their own pension application process but due to the competitive setup, they are not willing to share their practices and digital tools with regards to pension application process. All the pension providers have online tools for applying pension also in the cross-border situations (although by nature, cross-border element is not that evident in this process) if the applicant has the necessary electronic ID (e.g. Finnish Bank credentials). The Finnish Centre for Pension is on the other hand using EESSI when dealing with cross-border pension issues.	Yes, the data flows between Member States mentioned in the column G are automated with regards to death and other pension related information.	No	

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	Oma Kela	OBTAIN A BENEFIT EXCHANGE INFORMATION OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	For sickness benefits in kind, the individuals can submit an application for an EHIC through an online portal Oma Kela by completing an online application. The individual can also submit a request for obtaining certain documents such as S1 or S2. The service is also available for cross-border workers who has a Finnish identity number. EHIC is automatically renewed in two years time if the registers still show the person being covered in the Finnish health insurance scheme.	EHIC online application is automatically processed and EHIC is issued automatically if the person is eligible to it. If not, the application is processed by a Clerk.	No	
SICKNESS BENEFITS IN CASH	Oma Kela	OBTAIN A BENEFIT OBTAIN A PORTABLE DOCUMENT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	For sickness benefits in cash, the individuals can submit a claim for benefits through an online portal Oma Kela by completing a pdf form and upload it through the portal. The individual can also submit a request for obtaining certain documents such as S1 or S2. The service is also available for cross-border workers who has a Finnish identity number.		No	
MATERNITY & PATERNITY BENEFITS	Oma Kela	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	For maternity & paternity benefits as well as family benefits, the individuals can submit a claim for benefits through an online portal Oma Kela by completing an online application. The service is also available for cross-border workers who has a Finnish identity number.		No	

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES		IN USE	2) INSTITUTIONS AND USERS	In the Kela's online service OmaKela, an individual can claim benefits, provide documents such as PD U1, interact with clerks via messages, report unemployment days, request for PD U1 or PD U2, etc. After an individual has a positive decision on unemployment benefit, the payment of unemployment benefits must be applied retroactively, by giving a day-to-day status report from the previous 4 weeks or 1 month. This can be done in OmaKela. If the status is 'full enemployment' or 'full participation in employment promoting services', and there is no other factors to consider, the unemployment benefit gets paid automatically after leaving the status report.	Automated payment under certain conditions as explained in the column G.	No	The individuals must identify electronically before they can log into Kela's online service OmaKela.
		EXCHANGE INFORMATION							
		WITHDRAW PORTABLE DOCUMENT							

France

Overall evaluation of advanced status up to date

France has made significant strides in providing cross-border digital services for social security coordination. The integration of the FranceConnect automated system across all benefit-providing services ensures efficient verification of applicants' eligibility and personal data. This system is pivotal in streamlining processes for various social security benefits, including health insurance, maternity and paternity benefits, sickness benefits, and disability benefits; however, access to FranceConnect requires a French social security number as well as an existing account with a partner service (e.g. Ameli.fr), which creates major obstacles for cross-border workers from other Member States. Moreover, while FranceConnect facilitates access to many French public services, the user's eligibility for specific services may depend on their cross-border status and the particular social security arrangements applicable to their situation. The centralisation of services, notably through the Ameli.fr platform, is also noteworthy, as it allows users to access a comprehensive range of services relevant to this study through a single platform that centralises and automates the management of benefits, making it accessible and efficient for cross-border workers and residents alike. Most benefit systems include an automated simulation, application as well as processing of online forms; multi-lingual chatbots are increasingly used, despite some websites/apps still not being available in English. Cleiss, which merely provides information, is also the only service exclusive to cross-border people.

Table 10. France

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	Ameli.fr https://www.ameli.fr/assure [partially available in EN]	OBTAIN A BENEFIT OBTAIN A PORTABLE DOCUMENT VERIFY A PORTABLE DOCUMENT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES EXCHANGE INFORMATION MATCH DATA	ONLINE DIGITAL	IN USE	2) INSTITUTIONS AND USERS	Ameli is France's national health insurance portal, launched in December 2007. It enables beneficiaries to manage their health insurance information and access a wide range of benefits and services through a personal account. These include viewing health insurance reimbursements, applying for the European Health Insurance Card (EHIC), maternity and paternity benefits, sickness benefits (cash/in kind), disability pensions and AWOD benefits (cash/in kind). Users can also access family benefits, manage prescriptions, find healthcare professionals, and get personalized health information. Additionally, the portal allows users to report changes in personal circumstances, such as changes of address, directly through their account. Health insurance (general scheme) issue EHIC, PRC, PD S1, S2, S3, DA1 and P1 (for disability pensions and survivors of disabled pensioners).	Ameli.fr uses automated systems (notably FranceConnect) to verify the applicant's eligibility and personal details against existing records. The mobile application was launched in April 2013, and uses similar automated processes.	No	Ameli.fr provides services to: - insured persons - employers - health care providers.
APPLICABLE SSC	Cleiss https://www.cleiss.fr/index.html [available in EN]	EXCHANGE INFORMATION	ONLINE	IN USE	3) BOTH	The Cleiss supports social security bodies, insured individuals, and employers by explaining procedures under international agreements and interpreting relevant regulations. Acting as a liaison between social security entities and the Ministry of Social Security, the Cleiss disseminates information on international social security issues via its website and informs foreign institutions about French social legislation and its updates.	No	No	Cleiss is the French contact point for the European Directive 2011/24/EU on patients' rights in cross-border healthcare, providing information on the coverage of medical care in different states; it also acts as a liaison body between French and foreign social security institutions.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	CNAV https://www.lassuranceretraite.fr/portail-info/home.html [not available in EN]	OBTAIN A BENEFIT	ONLINE	IN USE	3) BOTH	CNAV offers information and guidance on cross-border pension rights and procedures through its website. Users can apply for pension benefits, declare their revenues, access and withdraw relevant certificates, and update their personal information online. Additionally, the website provides an online service for submitting life certificates for pensioners living abroad, ensuring the continued receipt of pension payments. This digital service significantly reduces the need for physical presence or mailing documents.	CNAV automatically calculates pension benefits for cross-border pensioners by considering contribution records from multiple countries and coordinating with other EU social security institutions (incl. simulations). Beneficiaries receive automated notifications and updates on their pension status, required actions, and regulatory changes. The mobile application uses FranceConnect for automated user identification and eligibility comparison.	No	
		EXCHANGE INFORMATION							
		OBTAIN A PORTABLE DOCUMENT							
		VERIFY A PORTABLE DOCUMENT							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
UNEMPLOYMENT BENEFITS	France Travail https://www.francetravail.fr/accueil/ [partially available in EN]	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	France Travail (previously Pôle Emploi) offers a range of digital services aimed at supporting cross-border workers and ensuring they can efficiently access unemployment benefits and related services. France Travail notably provides a portal where individuals can access their documents, apply for benefits based on their situation and report changes in their personal circumstances.	France Travail utilises automated systems to verify eligibility (FranceConnect), process applications, and calculate unemployment benefits for individuals who have worked in multiple EU countries. As indicated on its website, France Travail makes use of algorithms to automatise individual decisions related to, among other of its missions, unemployment offers automated translation services and multilingual support through AI-powered chatbots, notably on its mobile application.	See comment	While not directly linked to its purpose as a cross border digital service, it is worth noting that France Travail uses data mining and artificial intelligence to detect and prevent cases of social security fraud. These systems analyze patterns and anomalies in claims data to identify potential fraudulent activities and ensure the integrity of the unemployment benefits system.
		OBTAIN A PORTABLE DOCUMENT	DIGITAL						
		EXCHANGE INFORMATION							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	CNAF https://www.caf.fr/allocataires/aides-et-demarches [not available in EN]	OBTAIN A BENEFIT OBTAIN A PORTABLE DOCUMENT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES EXCHANGE INFORMATION	ONLINE DIGITAL	IN USE	2) INSTITUTIONS AND USERS	The Caisse Nationale d'Allocations Familiales (CNAF) provides a range of family benefits to support households, including child allowances, housing subsidies, and benefits related to disabilities. For cross-border workers, CAF ensures that families receive their entitled financial support, regardless of their mobility across EU countries. It also serves as the platform for applying for the Active Solidarity Income (RSA in French), guaranteeing a minimum income for unemployed individuals. The CNAF's integration with other EU social security systems facilitates seamless coordination of benefits, maintaining continuity and adequacy of support for families moving between member states. From the online platform any user can: • Apply for an allowance • Access documents and get information on their rights • Communicate with the competent fund responsible for the payment of their rights • Transfer documents (spontaneously or upon request) • Indicate a change of situation and update their status. This tool is available indistinctly to French and mobile citizens.	The CNAF uses automated processes to simulate, calculate and distribute family benefits. Beneficiaries receive automated alerts and notifications about their application status and any necessary actions; the service is also accessible through an app and includes an online chatbot.	See comment.	1) A Caisse d'Allocations Familiales (CAF) is a departmental representative of the CNAF; while people access the service through the centralised CNAF website, the benefits will be calculated and provided by the local CAF, which will also be the main interlocutor for subsequent procedures. 2) The service also employs data mining and AI to detect potential fraud and monitor changes in personal circumstances that could affect benefit eligibility.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	https://www.caf.fr/professionnels	EXCHANGE INFORMATION	DIGITAL	IN USE	1) ADMINISTRATIONS OF MSs	Like the national health insurance portal, the FB portal provides a dedicated access to partners (other institutions or public administrations).	Yes		In addition to the French partners, Luxembourg is the only country with which France communicates with this tool
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
		VERIFY A PORTABLE DOCUMENT							
		MATCH DATA							
FAMILY BENEFITS		EXCHANGE INFORMATION		IN USE	1) ADMINISTRATIONS OF MSs	There is an integrated system in place for digital communication of documents and information on beneficiaries' rights with Luxembourg. To simplify document exchanges, information on family benefits is digitally communicated to the Luxembourg authorities.	Yes		Luxembourg is the only country with which France communicates with this tool.
APPLICABLE SSC	https://www.urssaf.fr/accueil.html	OBTAIN A PORTABLE DOCUMENT		IN USE	3) BOTH	The Urssaf is in charge of collecting social security contributions. The Urssaf has dedicated access/portals with online services (employers, non salaried workers and partners such as other control bodies, administrations or social security institutions).	Yes, many services are automated for instance the issuance of PD A1.		
		VERIFY A PORTABLE DOCUMENT							
		WITHDRAW PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
APPLICABLE SSC	https://www.mesdroits sociaux.gouv.fr/accueil/			IN USE		mesdroits sociaux.gouv.fr is an universal portal for citizens (employed, unemployed or retired). It allows individuals to: • view and understand their rights and benefits • quickly find their french institutions • simulate their social rights • carry out procedures online • consult all incomes • identify life situations/events.	Yes		This portal group all the social security benefits.

Germany

Overall evaluation of advanced status up to date

Many of the described online services are not user friendly or accessible for a non-German speaker. However, Germany is among the most advanced Member States in terms of cross-border bulk data exchange and system interoperability in the pension field. Notably, the Secure Platform for the Exchange of Data (SPAD) is used to exchange structured data about pensions and deaths with other states, and the European Online Information Service (EOA) provides a web interface to clerks in EU Member States to automatically retrieve information on insured pensioners in Germany.

Table 11. Germany

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	www.deutscherentenversicherung.de	PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Online page, accessible via Internet in approx. 10 languages, with online forms to fill in when applying for pensions or health benefits (preventions, rehabilitation), videos, eletronic exchanges, minimum pension calculators, etc.	Electronic exchanges, online forms that automatically enter database, online calculators of possible benefits.	No	Whilst many sites with information are accessible in 10 languages, the applications and online calculators seem to only be accessible in German. FROM THE EU SURVEY: Pensioners living abroad are requested annually to submit a life certificate in paper form.
		OBTAIN A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		EXCHANGE INFORMATION							
		ASSESS RISK							
		MATCH DATA							
FAMILY BENEFITS	www.arbeitsagentur.de/familie-und-kinder	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Online page, accessible via Internet in German only. Exception: the page for family benefits also has elements in Ukrainian language. The page has online forms to fill in when applying for family benefits; it also provides the option to see when benefits will be paid.	Online information provision, and online filling in of forms and data only.	No	While online accessible, it is probably non-accessible for cross-border information exchanges as it is in German only.
		PROVIDE A BENEFIT	ONLINE						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	DIGITAL						
		EXCHANGE INFORMATION							
		MATCH DATA							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	www.arbeitsagentur.de	PROVIDE A BENEFIT	ELECTRONIC	UNDER DEVELOPMENT	2) INSTITUTIONS AND USERS	BundID is a national ID profile that collects data. As of July 2024, all users need to get it to be able to access all services of the National Employment Agency (Arbeitsagentur). Currently, all services are accessible in German only. It is unclear if that will change with an electronic national ID profile.	Online forms, input of data that is used to calculate benefits, etc.	No	
		OBTAIN A BENEFIT	ONLINE						
		OBTAIN A PORTABLE DOCUMENT	DIGITAL						
		DELIVER A PORTABLE DOCUMENT							
		VERIFY A PORTABLE DOCUMENT							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		EXCHANGE INFORMATION							
		MATCH DATA							
SICKNESS BENEFITS IN KIND	www.dvka.de/de/arbeitgeber-arbeitnehmer/faq_1/faq	OBTAIN A PORTABLE DOCUMENT	ELECTRONIC	IN USE		The DVKA represents all legal public health insurers; it provides information and documents needed to obtain benefits in cross-border situations, i.e. when a migrant needs to go to a doctor and his European insurance card is not accepted; information on the A1 form, etc.	No	No	The site is entirely in German; most of it addresses Germans wanting to work abroad, but it also tackles situations for doctors when dealing with migrant patients, and questions migrants could have when needing to look for medical care in Germany. The site offers an English version but when you click on it it is not available yet.
			ONLINE						
SICKNESS BENEFITS IN KIND	www.gesundheitsministerium.de/en/themen/digitalisierung/digitalisation-in-healthcare.html	EXCHANGE INFORMATION	ELECTRONIC	UNDER DEVELOPMENT	2) INSTITUTIONS AND USERS	Electronic health card and electronic medical file that is meant to be used also in other EU countries, when travelling or working abroad.	Digital data collection on individual health status, only accessible to the individual when in a medical environment. Data can be transferred automatically from doctor onto card, that can then be seen on the card by e.g. pharmacies or other medical practitioners using the card/medical file.	No	Currently, most information is only provided in German, sometimes in an English translation. If the electronic medical file is to be used by other medical personnel abroad, the question would be how to ensure translation. What remains unclear: there are already existing apps for all public insurers (see row below) and they seem to already be in use.
		OBTAIN A BENEFIT	DIGITAL						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		MATCH DATA							
		ASSESS RISK							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	www.gematik.de/anwendungen/epa/epa-aktuell/epa-app	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Electronic medical file (elektronische Patientenakte), specific app provided by all public health insurers, information also in English, accessible for all persons insured with this public health insurer.	No	No	The precondition of using this digital service is to be an insured individual with a public health insurer. As health insurance is legally required, most insured persons will be confronted with this legal service and need to actively contradict if they do not wish to use it. In cross-border contexts, language remains a challenge - currently, the apps seem to only be in German and partially in English.
		PROVIDE A BENEFIT	DIGITAL						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE						
		EXCHANGE INFORMATION							
		ASSESS RISK							
		MATCH DATA							

Greece

Overall evaluation of advanced status up to date

There are numerous electronic tools for various social security benefits which enable applications/requests submitted by applicants online. These applications/requests tend to be processed by the administration in the traditional manner. These tools require logging in and using personal identification credentials. These tools are the same for persons residing in Greece and persons in cross-border situations. The European Health Insurance Card appears to be the most advanced tool at present even though it is not conducted entirely online, i.e. in real time (a provisional certificate is given at the time of the application if the conditions are fulfilled and the card is sent by post). That said, there is awareness about the need of digitalisation in general and in particular concerning social security coordination. Amongst others, in Greece there is a Ministry on Digital Governance and an Electronic National Security Institution (e-EFKA) under the Ministry of Labour and Social Security. It is also noteworthy that in Greece there is a National Single Digital Gateway (gov.gr), including AI-type digital assistance answering questions from users. Furthermore, there are remote points of service (<https://www.efka.gov.gr/el/myefkalive-plirofories>, <https://www.gsis.gr/en/citizens-businesses/remote-service/mykeplive>).

The links below which accommodate various electronic applications (requests) for benefits are not specific to social security coordination (cross-border situations), i.e. they are the same for persons residing in Greece and other applicants, including those in cross border situations. There are links which are provided both in Greek and in English. It is noted that lengthy manuals in Greek are provided on relevant sites explaining step by step the use of the tools. In a nutshell, in addition to the lack of digital tools specifically dedicated to cross-border situations, existing tools suggest an interaction between the applicant and the administration via the use of applications (requests) on benefits submitted electronically.

Table 12. Greece

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC									No electronic application is currently available. The issue or receipt of Portable Documents (e.g. A1, S1 etc.) has not yet been computerised.
SICKNESS BENEFITS IN CASH	https://www.efka.gov.gr/el/elektronikes-yperesies/epidoma	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The tool is not specific to cross-border situations. The tool enables applicants to submit an application electronically concerning sickness benefits in cash (and in relation to accidents). Detailed guidance is provided to users in a manual which comprises 83 pages: (https://www.efka.gov.gr/sites/default/files/2023-03/epid-asth-manual-asf-13032023_1.pdf).	The use of the service requires logging in with personal identification credentials, including Taxisnet credentials. Some elements of automation are not reasonably excluded.	As this appears to be an electronic application entailing a traditional interaction at a later stage between the applicant and the administration rather than an online/real time application (e.g. mobile application), the use of robotised processes is reasonably excluded. As already mentioned, the use of the tools requires logging in with personal identification credentials. In any case, no interviewee confirmed that there were robotised elements.	Guide available to users: https://www.efka.gov.gr/sites/default/files/2023-03/epid-asth-manual-asf-13032023_1.pdf
SICKNESS BENEFITS IN KIND	https://eu-healthcare.eopy.gov.gr	OBTAIN A BENEFIT	ELECTRONIC	IN USE	3) BOTH	The tool is not specific to cross-border situations. It is provided both in Greek and in English. The tool on the EHIC enables applicants to apply through a dedicated platform for the card free of charge. Applicants can directly print the temporary card that will be issued. The card is sent to applicants by post. Applicants need their national insurance, they also have to enter their personal tax credentials. Applicants can visit support.gov.gr for further assistance. It is noted that at present support is provided mainly in Greek.	As above	As above	For further support users can access: https://support.gov.gr/guide/?type=govgr103 . Audivisual material providing guidance: https://www.youtube.com/watch?v=IWKAYJ5yYbg .
MATERNITY & PATERNITY BENEFITS	https://www.efka.gov.gr/el/elektronikes-yperesies/elektronike-aitese-choregeses-epidomatos-metrotetas	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The tool is not specific to cross-border situationse. It is both for employed and self-employed persons.	As above	As above	The tool is accompanied by a 32-page manual in Greek about the use of the electronic platform.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	https://www.gov.gr/ipiresies/ugeia-kai-pronoia/epidomata/epidoma-paidiou	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The tool is not specific to cross-border situations. It is used to apply for a non-contributory benefit determined by the number of children and the level of family income.	As above	As above	Instructions on electronic application of the child benefit can be found here: https://www.idika.gr/epidomapaaidiou/2020/Home/Info The use of this tools presupposes access with personal identification credentials.
UNEMPLOYMENT BENEFITS	https://www.gov.gr/ipiresies/ergasia-kai-asphalise/anergia/aitese-epidomatos-anergias	OBTAIN A BENEFIT	ELECTRONIC			Tool not specific to cross-border situations available to registered unemployed persons upon use of their tax credentials. The procedure is described in detail in Greek at: mitos.gov.gr . The body responsible for this service is the Public Employment Service (Δημόσια Υπηρεσία Απασχόλησης).	As above	As above	Platform not integrated in support.gov.gr. Communication of the applicant with the competent authority is ensured via: https://support.gov.gr/guide/?type=ngsrv120 .
OLD-AGE PENSION BENEFITS	https://www.efka.gov.gr/el/elektronikes-yperesies/syntaxioychoi/aitisi	OBTAIN A BENEFIT	ELECTRONIC			Not specific to cross-border situations. Applicants can apply for the award of a retirement pension to the Electronic National Social Insurance Institution (e-EFKA). Upon submission they receive an application number and a reference number for the processing of their case. Fiscal credentials and social insurance number are needed by the applicants.	As above	As above	Numerous guides are provided to users (please see the links on the bottom of the page here: https://www.efka.gov.gr/el/elektronikes-yperesies/syntaxioychoi/aitisi). According to the respondent at e-EFKA, it is relevant to note that as part of the digital transformation of the e-EFKA, actions have been launched on the following, namely: - the development of the new Integrated Information System (IIS) which will cover all the operational needs of the e-EFKA and all functional areas (main and supplementary insurance, lump sum benefits, register/changes, contributions, benefits and pensions) including the social security sectors coordinated by the European Regulations; - the inclusion of periods spent in foreign countries in the insurance history of insured persons, and - the automation of international pensions covered by Regulations (EC) 883/04 and 987/09.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
ACCIDENTS AT WORK BENEFITS	https://www.efka.gov.gr/el/elektronikes-yperesies/epidoma Self-employed persons: https://www.efka.gov.gr/el/menoy/sychnes-erotesis/paroches-se-chrema/epidoma-atychematos-epidoma-atychematos-me-misthoton Employed persons: https://www.efka.gov.gr/el/menoy/sychnes-erotesis/paroches-se-chrema/epidoma-atychematos-epidoma-atychematos-misthoton	OBTAIN A BENEFIT	ELECTRONIC			Service not specifically designed for cross-border situations which operates under the above-mentioned e-EFKA. Accidents involved are the ones during the execution of work or on the occasion of the work resulting in the incapacity for work or the death of the person.	As above	As above	Electronic applications must be submitted within eight months from the issue of the medical prescription on the electronic medical prescription system (source: https://www.efka.gov.gr/el/menoy/sychnes-erotesis/paroches-se-chrema/epidoma-atychematos-epidoma-atychematos-misthoton). Guidance on the electronic applications can be found here: https://www.efka.gov.gr/sites/default/files/2023-03/epid-asth-manual-asf-13032023_1.pdf .
OCCUPATIONAL DISEASES	https://www.gov.gr/en/ipiresies/ergasia-kai-asphalise/suntaxiodotese/aponome-kurias-suntaxes-anaperias	OBTAIN A BENEFIT	ELECTRONIC			Not specific to cross-border situations. The application is submitted electronically to the Electronic National Social Security Entity (e-EFKA). Personal tax credentials and social insurance number are needed for the electronic application. Assistance may be obtained from: https://support.gov.gr . The competent authority is the Electronic National Social Security Entity.	As above	As above	Instructions for use are available here (38 pages): https://www.efka.gov.gr/sites/default/files/2021-01/odigies-xrisis-aitisi-syntaxis-anapirias-012021.pdf

Hungary

Overall evaluation of advanced status up to date

In Hungary, after electronic identification, administration is provided for clients during various state administration procedures.

Table 13. Hungary

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	Client Gate https://magyarorszag.hu/szuf_szolg_lista?kategoria=EG,EE	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Client Gate (Ügyfélkapu) is the central governmental portal for multiple public administration procedures. While the client gate offers the possibility to apply for pension, sickness benefits in cash and in kind, maternity/ paternity benefits, unemployment benefits, the EN language version is limited. While the Client Gate may receive application from users and institutions in cross-border social security cases, the majority of forms used to submit applications are only available in Hungarian.	Not automated.	No robotised process is used.	
		DELIVER A PORTABLE DOCUMENT	ONLINE						
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
SICKNESS BENEFITS IN KIND	Client Gate https://magyarorszag.hu/szuf_szolg_lista?kategoria=EG,EE	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Client Gate (Ügyfélkapu) is the central governmental portal for multiple public administration procedures. While the client gate offers the possibility to apply for pension, sickness benefits in cash and in kind, maternity/ paternity benefits, unemployment benefits, the EN language version is limited. While the Client Gate may receive application from users and institutions in cross-border social security cases, the majority of forms used to submit applications are only available in Hungarian.	Not automated.	No robotised process is used.	
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
		DELIVER A PORTABLE DOCUMENT	ONLINE						
FAMILY BENEFITS	Client Gate https://magyarorszag.hu/szuf_szolg_lista?kategoria=EG,EE	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Client Gate (Ügyfélkapu) is the central governmental portal for multiple public administration procedures. While the client gate offers the possibility to apply for pension, sickness benefits in cash and in kind, maternity/ paternity benefits, unemployment benefits, the EN language version is limited. While the Client Gate may receive application from users and institutions in cross-border social security cases, the majority of forms used to submit applications are only available in Hungarian.	Not automated.	No robotised process is used.	
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
		DELIVER A PORTABLE DOCUMENT	ONLINE						
UNEMPLOYMENT BENEFITS	Client Gate https://magyarorszag.hu/szuf_szolg_lista?kategoria=EG,EE	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Client Gate (Ügyfélkapu) is the central governmental portal for multiple public administration procedures. While the client gate offers the possibility to apply for pension, sickness benefits in cash and in kind, maternity/ paternity benefits, unemployment benefits, the EN language version is limited. While the Client Gate may receive application from users and institutions in cross-border social security cases, the majority of forms used to submit applications are only available in Hungarian.	Not automated.	No robotised process is used.	
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
		DELIVER A PORTABLE DOCUMENT	ONLINE						

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	Electronic identification; https://ugyfelkapu.gov.hu/?lang=en https://magyarorszag.hu/szuf_szolg_lista?kategoria=NYU	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The Client Gate + and the Digital Citizen (mobile) application (DÁP) can be used for electronic identification. The Client Gate + is available for Hungarian and foreign citizens, but the Digital Citizen (mobile) application (DÁP) is only available for Hungarian citizens.	Not automated.	No robotised process is used.	
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
		DELIVER A PORTABLE DOCUMENT	ONLINE						
MATERNITY&PATERNITY BENEFITS	Client Gate https://magyarorszag.hu/szuf_szolg_lista?kategoria=EG_EE	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Client Gate (Ügyfélkapu) is the central governmental portal for multiple public administration procedures. While the client gate offers the possibility to apply for pension, sickness benefits in cash and in kind, maternity/ paternity benefits, unemployment benefits, the EN language version is limited. While the Client Gate may receive application from users and institutions in cross-border social security cases, the majority of forms used to submit applications are only available in Hungarian.	Not automated.	No robotised process is used.	
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
		DELIVER A PORTABLE DOCUMENT	ONLINE						
ACCIDENTS AT WORK BENEFITS	Client Gate https://magyarorszag.hu/szuf_szolg_lista?kategoria=EG_EE	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Client Gate (Ügyfélkapu) is the central governmental portal for multiple public administration procedures. While the client gate offers the possibility to apply for pension, sickness benefits in cash and in kind, maternity/ paternity benefits, unemployment benefits, the EN language version is limited. While the Client Gate may receive application from users and institutions in cross-border social security cases, the majority of forms used to submit applications are only available in Hungarian.	Not automated.	No robotised process is used.	
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
		DELIVER A PORTABLE DOCUMENT	ONLINE						

Iceland

Overall evaluation of advanced status up to date

Digital social security coordination in Iceland largely relies on a single system: <https://island.is/>. It is intended to become the central online hub for accessing social security services, regardless of cross-border worker status. Organisations responsible for various social security schemes e.g. Icelandic Social Insurance Administration (Tryggingastofnun), have access to <https://island.is/>, allowing them to create customised processes for receiving and answering requests, updating personal information, and communicating with beneficiaries, all within a single platform. The development of digital services on <https://island.is/> is still ongoing. Ísland.is is an information and service provider in Iceland, where people and companies get information and are provided with information from public bodies. The intention is to place all public services in one place where the public can receive and request services there electronically. There is also a public mailbox where individuals can access mail from public institutions. The development of digital services on Ísland.is drastically varies between organisations. The website went live in its current form in autumn 2020. Content and organizations are constantly being added, but the website is still a work in progress and will be for the next few years. The website is presented with the needs of the users as a guide based on strict accessibility requirements. Users can access information either by using the website's search, searching by themselves in service categories or through life events. Digital Iceland, which is part of the Ministry of Finance and Economy, is responsible for the operation and development of Ísland.is, which is an electronic information and service provider for public bodies in Iceland. All of Digital Iceland's projects are carried out in collaboration with ministries and institutions. On the website and in the Ísland.is app, people and companies can get information from and access state and local government services. Either information is published directly on the web or the user is transferred to a website relevant office, institution or municipality, depending on where the information is available. The same applies when applying for services or rights, with most still in the early stages.

<https://island.is/> is available as both a website and a mobile application for Apple and Android devices. The platform is only accessible with e-ID authentication certificates.

No robotised processes have been identified.

Cooperation with social security organisations in other Member States is primarily conducted through EESSI (Electronic Exchange of Social Security Information), which is outside the scope of this study.

Table 14. Iceland

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	https://www.vinnumalastofnun.is/en	OBTAIN A BENEFIT	ONLINE	UNDER DEVELOPMENT	2) INSTITUTIONS AND USERS	Vinnuálastofnun supports job-seeker registration, unemployment and maternity leave benefits. You apply for unemployment benefits through my pages on the website of the Icelandic Directorate of Labour (Vinnuálastofnun). To get to the application process, you must click on my pages and then select Jobseeker. To apply for unemployment benefits, and maternity leave payments you must have an Íslykill or an electronic ID. If you don't have one, you can apply for an Íslykil at www.island.is . You can get the Íslykil both by post at your registered office and at your local bank. Keep in mind that it can take 4-6 days by post. If you apply for an electronic identity card, go to www.skirlilki.is .	Currently, identification on the platform is automatically managed through Íslykill and electronic ID.		It should be noted that job seekers (cross-border or not) will be required to log in via my pages on the website Vinnuálastofnun in order to access services related to unemployment benefits, and maternity leave benefits.
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	DIGITAL						
		EXCHANGE INFORMATION							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
FAMILY BENEFITS	https://www.skatturinn.is/	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Skatturinn.is is the platform used to apply for family and child benefits. Additionally, it allows users to update bank details for the payment of family benefits. The online application form are available on the platform in both Icelandic and English.	Identification on the platform is automatically managed through Ísland.is and Íslykill. However, there is electronic follow-up for requests regarding payment of family benefits and child benefits. The processing of requests is entirely electronic, and citizens receive answers through email and on the website Ísland.is in an electronic mailbox.		It should be noted that the Skatturinn (the Tax office) is responsible for paying family benefits and child benefits.
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	DIGITAL						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ELECTRONIC						

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	https://island.is/en/o/iceland-health	OBTAIN A BENEFIT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES EXCHANGE INFORMATION REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE DIGITAL	UNDER DEVELOPMENT	2) INSTITUTIONS AND USERS	Request for health insurance is available on the website Island.is. The platform is used to apply for a European Health Insurance Card or a replacement certificate. Other health information is can be accessed at the Heilsuvera https://www.heilsuvera.is/ through my pages. and e-ID is required to log in. Reporting a change of address or family situation can be obtained from the National Register: https://skra.is/english/ .	Identification is carried automatically through Island.is.		
SICKNESS BENEFITS IN CASH	https://island.is/en/o/iceland-health	EXCHANGE INFORMATION OBTAIN A PORTABLE DOCUMENT DELIVER A PORTABLE DOCUMENT	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	Using Island.is a PD S1 can be downloaded. You can also get information on your health status on Heilsuvera https://www.heilsuvera.is/ . E-id is required to log in.	Identification is carried automatically through Island.is.		The application is also available for both Apple and Android devices.
ACCIDENTS AT WORK BENEFITS	https://island.is/en/o/iceland-health	OBTAIN A BENEFIT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES EXCHANGE INFORMATION REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE DIGITAL	IN USE	2) INSTITUTIONS AND USERS	Upon receiving an accident declaration from the employer, the Icelandic Health Insurance Association forwards a DA1 form electronically to the relevant social security institution in the insured's country, as well as to the insured person, without a need for a request. If the accident is not recognized for any reason, the service also automatically cancels the previously sent DA1. A new copy can be requested through various methods, including phone, email or letter.	The initial DA1 is sent automatically. However, any subsequent DA1 forms, such as date extensions or copies, must be processed manually by a clerk.		
OLD-AGE PENSION BENEFITS	https://island.is/en/o/social-insurance-administration	OBTAIN A PORTABLE DOCUMENT VERIFY A PORTABLE DOCUMENT DELIVER A PORTABLE DOCUMENT	ONLINE DIGITAL	IN USE	2) INSTITUTIONS AND USERS	The Social Insurance Administration (Tryggingastofnun) is responsible for National Pension Insurance, for online application and for request of pension certificates. This form is only open to individuals who have a national identification number. E-id is required to log in.			

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	https://island.is/en/o/social-insurance-administration	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS		The Social Insurance Administration (Tryggingastofnun) use a database to monitor and manage data relating to supplementary pension schemes. The data are sent to the Lífeyrissjóðir through a service portal. The data are communicated through another software.		
		MATCH DATA	DIGITAL						
OLD-AGE PENSION BENEFITS	Online request for pension certificates	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The National Pension Insurance Fund Lífeyrissjóður has set up an online application form for requests of pension certificates. This form is only open to individuals who have a national identification number (nationals and residents). E-id is required.			-

Ireland

Overall evaluation of advanced status up to date

The online tool available for EU citizens who 'habitually reside' in Ireland (IE) to obtain/apply for most social security benefits is centralised via the MyGovID site. This tool is not exclusive to EU citizens but are also used by IE and third country citizens (who are living/working in IE). Prior to applying for social security benefits, an individual needs a Personal Public Service (PPS) Number and a PPS card. Depending on the social security benefit, additional information/documents may be required. Ireland's Department of Social Protection is the government department that is responsible for these social security benefits, and they have a website (MyWelfare) which provides information on the benefits available and eligibility. A user on this website gets taken to the MyGovID website when they 'apply' for the benefits available. Application for disability/incapacity due to occupational injuries is done via an electronic form. EU citizens who are 'habitually resident' in Ireland can apply for this benefit as well. Application for childcare support can be done online, but the website is not responding as of 20/06/24.

Application for portable documents, e.g. EHIC, A1 form, U1 form, are done separate to the MyGovID and MyWelfare processes. The EHIC can be obtained by filling in an online form. The U1 form can be filled in electronically (or downloaded and manually filled in) and sent to an inbox (or by post) or an authority in another EU Member State or EEA country can make the request from the Department of Social Protection. Application for the A1 certificate needs to be done by an employer or self-employed individual, but the process is done online.

Table 15. Ireland

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	Personal Public Service Number (no separate hyperlink. Application is made via the MyGovID site)	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	A Personal Public Service Number (PPS Number) is associated with an individual and is required to access a range of public services: accessing social welfare and benefits, taxation, health services, education, other public services (e.g applying for driver's licence). An individual can apply for their PPS Number online but they need a basic MyGovID account first. To apply online, they will be asked for the reason for applying and their personal details and they will also be required to submit proof of identity and address.	The individual can apply for their PPS Number online. A verified MyGovID account is required. They will also need to attend an in-person appointment prior to being issued a PPS Number (i.e. they cannot get the PPS Number just via the online application).	N/A	The individual needs to apply for a PPS Number before being able to obtain a Public Service Card. Individuals (Irish citizens, EU citizens and third country individuals) who are offered a job in IE or are starting their own business in IE need to apply for a PPS Number. The online webpage also provides links to other gov.ie sites that provide further details about the PPS Number and required documents.
APPLICABLE SSC	(renewing a) Public Services Card (no separate hyperlink. Application for renewal is made via the MyGovID site)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The Public Services Card (PSC) is to authenticate an individual's identity to access a range of public services (e.g. social welfare payments). A Personal Public Service Number (PPS Number) is associated with an individual and is linked to the card. The online service is only for renewing a Public Services Card. A MyGovID account is required to apply for renewing the card. The initial application for the PSC needs to be made in person.	For the renewal of the PSC, the individual will confirm personal details and their address online. The individual can upload a photo using a mobile device. It is not clear if there are people behind the online process (e.g. to verify the details an individual provides) or if everything is automated.	N/A	Additional information is provided on the service and requirements to allow an individual to renew their PSC. EU citizens who are 'habitually resident' in IE can also obtain a PSC as long as they have a PPS Number.
		MATCH DATA	ONLINE						
		EXCHANGE INFORMATION	ONLINE						
APPLICABLE SSC	MyGovID	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	MyGovID allows access to some online public services including applications for social welfare payments. The full set of services from MyGovID (i.e. not just for social security) is detailed in the hyperlink for the site (see the column B). A verified account is required to apply for social benefits, and this requires a Personal Public Service number and a Public Services Card.	No visible automated processes in the log-in and registration pages, but there could be one in the user account page. In terms of confirming any documents or information provided by a user to support an application for social service benefits, it is currently unknown if this process is automated.	N/A	EU citizens living in Ireland can have access to MyGovID as long as they have the Personal Public Service Number and a Public Services Card. Most of Ireland's social security services are provided by the Department of Social Protection and are accessible online via the MyWelfare site (see row below). This means that EU citizens can also access the social security services provided by the Department of Social Protection and via the MyWelfare site.
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE						
		EXCHANGE INFORMATION	ONLINE						
		PROVIDE A BENEFIT	ONLINE						

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	MyWelfare	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	MyWelfare is a website that provides information on available welfare services and benefits that IE and those who are 'habitually residents' in IE (including EU, EEA and third country citizens) can avail, the eligibility and requirements. To apply for the social security or welfare benefits, users are taken to the MyGovID site. They need a verified account in MyGovID to apply for social security or welfare benefits.	No info on automated processes and none found. However, there is information in the MyWelfare website saying that welfare officers may directly notify a user related to claims made online. It is not clear if this communication is done via an 'inbox' (e.g. in the MyGovID page), via email, phone, letter, etc.	N/A	Services available on MyWelfare (but note that application itself is via the MyGovID website): • obtain family payments, e.g. maternity benefits, paternity benefits, parental benefits, child benefits • obtain out of work payments, e.g. job seekers payments • obtain health, treatment and illness benefits (e.g. short term sickness benefits/payments) • obtain community welfare benefits (e.g. fuel allowance during the winter) • obtain an old-age state (i.e. not private) pension • calculators/estimators to check how welfare payments may be affected by additional income or other payments (e.g. redundancy pay). Users can also request for statements, make repayments or apply for pay-related social insurance refunds.
SICKNESS BENEFITS IN CASH		EXCHANGE INFORMATION	ONLINE						
MATERNITY BENEFITS		PROVIDE A BENEFIT	ONLINE						
PATERNITY BENEFITS									
MATERNITY & PATERNITY BENEFITS									
FAMILY BENEFITS									
OLD-AGE PENSION BENEFITS									
FAMILY BENEFITS	National Childcare Scheme	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The National Childcare Scheme in Ireland is a childcare subsidy, and eligible parents apply online.			NCS website is not responding as of 20/06/24. EU citizens 'habitually resident' in IE with a child or children resident in IE can obtain this subsidy.
ACCIDENTS AT WORK BENEFITS	Disablement Benefit and/or Incapacity Supplement under the Occupational Injuries scheme	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Electronic application form for the Disablement Benefit and/or Incapacity Supplement under the Occupational Injuries scheme. This form can be sent via email (to illnessbenefit.welfare.ie) or by post.	N/A	N/A	This is separate to the 'Illness benefit' and the 'Disablement benefit' (via the MyWelfare site) as conditions for eligibility are different. Other forms and certificates from the applicant's doctor are required alongside the submission of this form. EU citizens who are 'habitually resident' in Ireland can apply for this benefit.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	European Health Insurance Card	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Applying for a European Health Insurance Card (accepted by specific countries) via an online form. Application can be made online, but options to apply by post or in-person are also available	N/A	N/A	The applicant needs to have a PPS Number and a medical card or drugs payment card for eligibility for an EHIC. EU citizens that are considered 'habitually resident' can apply for an EHIC as this is also an eligibility condition for the PPS Number, the medical card and the drugs payment card.
APPLICABLE SSC	A1 Certificate application	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Online platform to apply for an A1 certificate by: - An IE employer who has an employee who needs to work in Europe - All self-employed people leaving Ireland to work in Europe,	No visible automated processes in the log-in and registration pages, but there could be one in the user account page.	N/A	To apply for an A1 Certificate, the employer or the self-employed individual need to first register with the Revenue for online services (ROS) certificate registration. After registration, a Department of Social Protection (DSP) sub-certificate needs downloading from the ROS platform to allow the employer or self-employed to log in on Welfare Partners. The application for the A1 Certificate itself is done via the Welfare Partners site (i.e. the hyperlink in the column B). Log-in details are required.
UNEMPLOYMENT BENEFITS	U1 Form	OBTAIN A PORTABLE DOCUMENT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	This U1 form (request for Irish Social Insurance Records) is filled in and can be sent electronically to an email address (EUGeneralQueries@welfare.ie).	N/A	N/A	There is also the option to send the U1 form by post. This form is for IE citizens (or other EU citizens) who leave IE to work/live in the EU/EEA and need to claim benefits. This can be issued to the customer, or the relevant EU member state can request this document on the customer's behalf.

Italy

Overall evaluation of advanced status up to date

Unlike the majority of Member States, Italy does not yet have one portal serving as a Single Point of Contact to access public administration services. Instead, Italy is providing several public e-services through separate portals, among which the most developed is the one for businesses. However, it seems that Italy provides on INPS website a good amount of information for workers belonging to the different categories (e.g. frontier workers, cross-border workers, seasonal, self-employed), there is a decent amount of services described in English, and phone numbers available to contact the relevant offices and ask clarifications or information. Probably the evolution of the electronic health file will allow exchanges with other Member States and therefore also the possibility to assess risks or verify information provided in a more detailed way.

Table 16. Italy

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	HEALTH INSURANCE CARD	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The health insurance card is the personal document issued to all citizens, entitled to the benefits of the National Health Service (SSN). Since 2011, the card (which has EHIC behind) has been equipped with a microchip and allows secure access to the online services of the Public Administration, in compliance with data protection regulation. The application to receive the card can be done online, but it is then delivered to the address indicated in the application form.	No	No	
		EXCHANGE INFORMATION							
		OBTAIN A PORTABLE DOCUMENT							
SICKNESS BENEFITS IN KIND	FASCICOLO SANITARIO ELETTRONICO (FSE) - ELECTRONIC HEALTH FILE	PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The Electronic Health File (Fascicolo Sanitario Elettronico - FSE) is the tool through which citizens can trace and consult their entire health history, sharing it with health professionals to guarantee a more effective and efficient service. All the information and documents that make up the ESF are made interoperable to allow it to be consulted and populated throughout the country and not only in the region of residence of the assisted person. This allows the patient greater freedom in the choice of care and sharing of information, all of which is available through access to the Fascicolo by healthcare professionals. Moreover, access to the FSE by healthcare professionals, especially in emergency situations, allows them to know everything they need to know in order to intervene promptly and guarantee the outcome.	No	No	The FSE will soon allow access to other Member States enabling the system to become integrated with Connecting Europe Facility (CEF): https://www.fascicolosanitario.gov.it/europa .
		OBTAIN A BENEFIT	DIGITAL						
		DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		EXCHANGE INFORMATION							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
MATERNITY & PATERNITY BENEFITS	ALLOWANCE FOR PARENTAL LEAVE FOR MALE AND FEMALE DEPENDENT WORKERS	PROVIDE A BENEFIT OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Through SPID or eIDAS workers may submit their maternity / paternity leave claim on-line to INPS through the dedicated service. The service menu contains the following items: - Information, page describing the services provided for the various categories of workers in the event of birth, adoption or foster care. - Manuals, a page where users can consult and download the manuals on how to use the 'retrieve claim' function available for each employee category. - Obtain claim, a feature that allows the completion and submission of the parental leave claim for the various categories of workers. - Cancel claims, a function that allows users to cancel the claim inserted. - Consult claims, a function that allows users to verify the claims entered and sent to the INPS.	No	No	
FAMILY BENEFITS	FAMILY ALLOWANCE	OBTAIN A BENEFIT	ONLINE ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The claim for Family Allowance authorisation must be submitted electronically, through SPID or eIDAS, accompanied by the required documentation, in the following cases: - If the inclusion of certain family members within the family unit is requested (brothers, sisters, children of separated or divorced parents or parents with dissolved civil partnerships, natural children, family members residing abroad, etc.). - In cases of possible duplication of payment (children of separated/divorced parents or parents with a dissolved civil partnership, natural children, etc.). - To apply for the increase in income levels (for minor family members with difficulties carrying out normal tasks for their age or for adults who are completely and permanently unable to work).	No	No	

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	Unemployment benefit for frontier workers other than frontier commuters paid on the basis of EU social security regulations (Article 65 of EC Regulation No. 883/2004)	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is a benefit which, according EU legislation, is paid by the country of residence to frontier workers other than frontier commuters who, during their last employment, resided in a country other than that in which they were insured. For persons falling within the scope of the aforementioned regulation, residing in Italy and insured in other Member Countries, unemployment benefits are paid if the requirements of national legislation are met. Application can be made through SPID or eIDAS.	No	No	Normally, for people working in Italy and residing in Italy, the request for unemployment benefits has to be done at the office, there is no an online procedure.
OLD-AGE PENSION BENEFITS	PENSION CLAIM	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The service allows workers enrolled in private pension schemes administered by INPS to submit the claim on-line, through SPID or eIDAS, to claim certain social security benefits. The service also allows beneficiaries registered with the public pension scheme to submit a claim for a direct old-age or early retirement pension, or seniority for exceptional cases currently envisaged such as safeguarded pensions, as well as claims for accrued and uncollected accruals.	No	No	This service also allows to obtain other pension than the old-age one.
OLD-AGE PENSION BENEFITS	PENSAMI	DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	This online tool allows interested people simulating scenarios for their pension.	No	No	

Latvia

Overall evaluation of advanced status up to date

The outcome of the different procedures listed is always electronic or digital. Therefore, it is to be considered that the platform latvija.gov.lv allows to have an electronic outcome.

Table 17. Latvia

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	E-iesniegums: slimības pabalsta piešķiršanai (https://www.vsaa.gov.lv/e-iesniegumi)	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	
MATERNITY BENEFITS	ĶE-iesniegums maternitātes pabalsta piešķiršanai vai pārrēķināšanai (https://www.vsaa.gov.lv/lv/pakalpojumi/maternitates-pabalsts)	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	
PATERNITY BENEFITS	E-iesniegums paternitātes pabalsta piešķiršanai vai pārrēķināšanai (https://www.vsaa.gov.lv/lv/pakalpojumi/paternitates-pabalsts)	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	
FAMILY BENEFITS	Ģimenes valsts pabalsts (https://www.vsaa.gov.lv/lv/pakalpojumi/ģimenes-valsts-pabalsts)	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	
FAMILY BENEFITS	E-iesniegums ģimenes valsts pabalsta un piemaksas pie ģimenes valsts pabalsta piešķiršanai (https://www.vsaa.gov.lv/lv/pakalpojumi/ģimenes-valsts-pabalsts)	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service uses robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	E-iesniegums bezdarbnieka pabalsta piešķiršanai vai pārrēķināšanai (https://www.vsaa.gov.lv/lv/pakalpojumi/bezdarbnieka-pabalsts)	OBTAIN A BENEFIT OBTAIN A PORTABLE DOCUMENT	ONLINE ONLINE	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	
OLD-AGE PENSION BENEFITS	E-iesniegums vecuma pensijas pārrēķināšanai sakarā ar uzkrāto pensijas kapitālu (https://www.vsaa.gov.lv/lv/pakalpojumi/vecuma-pensija)	OBTAIN A BENEFIT OBTAIN A PORTABLE DOCUMENT	ONLINE ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	
ACCIDENTS AT WORK BENEFITS	E-iesniegums: slimības pabalsta piešķiršanai (https://www.vsaa.gov.lv/lv/e-iesniegumi) N.B. the same procedure as for sickness benefit in cash	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	
OCCUPATIONAL DISEASES	E-iesniegums: slimības pabalsta piešķiršanai (https://www.vsaa.gov.lv/lv/e-iesniegumi) N.B. the same procedure as for sickness benefit in cash	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Via the platform www.latvija.gov.lv , you can identify yourself by means of an electronic identity card (eID), electronic signature application (eParaksts), smart identification tool (Smart ID) and submit an application electronically; there is also a possibility to identify yourself by eID means from other EU countries.	No	No	

Liechtenstein

Overall evaluation of advanced status up to date

On-line application for benefits is not generalized yet. Employers however may use the on-line platform AHVeasy in order to declare wages, announce new employees, check contribution payment balance, etc. This platform concerns employers' obligations in the fields of public old age, disability and survivor insurance as well as family benefits. It can be used for the staff in general and not only for employees living in Liechtenstein. The platform is available through the website of the social security administration Liechtenstein (Liechtensteinische AHV-IV-FA Kasse, Gerberweg 2, 9490 Vaduz). The same platform is in use in Switzerland. In general, the social security of Liechtenstein is similar to the one of Switzerland; Switzerland has several projects which might be a template for digitalization of social security services in Liechtenstein.

Table 18. Liechtenstein

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE LEG	ahv.li/online-schalter/formulare	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	This tool is mostly a website where insured persons, employers and beneficiaries can download forms. They have to download the form (for instance a form to change the amount of wages paid by an employer), must sign it by hand and send it to the social security body. The website also contains the form for obtaining a portable document for posting workers; the form can be filled in on the screen but must then be printed, signed and stamped by the employer.	There is no automated service offered besides the fact that the person can download the form needed. Apparently, Liechtenstein does not use a tool like ALPS Switzerland has and that allow employers to introduce their request for a portable document online.	No robotised process like chat bot.	This service is a website that does not really use digital services. In addition to this, it does not only serve for persons (employers or insured) that have to deal with a cross boarder situation. It mostly serves for national puposes.
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		EXCHANGE INFORMATION							
OLD-AGE PENSION BENEFITS	On-line platform AHVeasy for employers	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	This tool allows employers to announce salaries online. They have to create an online account with a password.	The service is automated in the sense that communication can be done online and does not need to be transcripted on a paper.	The entrance website is not robotised but there might be a chatbot once registered.	This service is based on digitalization. The employer that has introduced wage declarations or other informations will receive a pdf as an on-line receipt that he can print then and keep for his/her books.
FAMILY BENEFITS	On-line platform AHVeasy for employers	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Same as above: employers only can use the tool, to declare wages, announce workers, ask for a social security number etc.	Same answer as above.	Same answer as above.	Same answer as above.
UNEMPLOYMENT BENEFITS	https://www.llv.li/de/privatpersonen/beruf-und-arbeitsplatz/arbeitsplatzverlust-und-suche/pdu-formulare	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	This is a website for unemployment benefits: the job seeker is asked to request the necessary form by e-mail (pdu.alv@llv.li) and send the required documents as an attachment to this e-mail. It concerns national and cross-border situations.	There is no automated service offered.	No robotised process like chat bot.	This service is a website that does not really use digital services.
SICKNESS BENEFITS IN KIND	Website of the healthcare insurance Concordia https://www.concordia.li/de/privatpersonen/service/aendern/versichertenkarte.html		ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	This is a website of a health insurance company that provides coverage within the public social healthcare scheme. The health insurance card can be ordered on-line, by using an on-line form. Non of the categories of C applies because the service is just used for ordering the insurance card.	There is no automated service offered.	No robotised process like chat bot.	This service is a website that does not really use digital services.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE LEG	https://archiv.llv.li/lineschalter/formular/3959/antrag-auf-ausnahmevereinbarung-fur-grenzuberschreitende-telearbeit-homeoffice	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES		IN USE	2) INSTITUTIONS AND USERS	This tool allows workers and employers to announce home-office in cross-border situations in order to use the 50 % rule of the cross-border telework agreement (art. 16 regulation 883/2004) that waives the 25 % rule of regulations 883/2004 (art. 13) and 987/2009 (art. 14).	The service is automated in the sense that the person may apply online without signing any paper by hand. The website states that this is an exception made to facilitate the use of the cross-border telework agreement.	No robotised process like chat bot. The page indicates an e-mail address of a contact person users may get in touch with.	This service is based on digitalization given that citizens can apply online without having to sign a paper form.
		EXCHANGE INFORMATION	ONLINE						

Lithuania

Overall evaluation of advanced status up to date

As shown below, all social benefits (including PD A1) can be applied for by employees online (<https://gyventojai.sodra.lt/sodra-login/>). However, all SODRA eServices are accessible only for persons who have LT national ID (residents). Access with EU eID is not implemented yet. Access to the National Health Insurance Fund is possible with eID for several EU countries.

Table 19. Lithuania

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	<a ;https:="" auth="" e.vlk.lt="" href="https://ligoniukasa.lrv.lt/lt/paslaugos/e-paslaugos/" start.html"="">https://ligoniukasa.lrv.lt/lt/paslaugos/e-paslaugos/;https://e.vlk.lt/auth/start.html	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Services: - to check whether you are covered by compulsory health insurance; - to check the validity of your compulsory health insurance; - to submit a request for determining the period of compulsory health insurance at state funds or checking the data of the Insurance Register; - to order a free European health insurance card or certificate; - to find out how much the treatment cost; - to find out about: submitted application for reimbursement of dental prosthetics services, order of orthopedic technical means, submitted application for joint endoprosthesis; - get acquainted with other important information about compulsory health insurance.	No	No	Accessible for a citizen of the Republic of Lithuania and a foreigner with a residence permit in the Republic of Lithuania. Resident of another EU country and e.Resident Identification possible through eIDAS or with eResident card.
SICKNESS BENEFITS IN CASH	https://gyventojai.sodra.lt/faces/pages/forms/auth/F1160.jspx?load=1	OBTAIN A BENEFIT DELIVER A PORTABLE DOCUMENT EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	When an individual has logged into the website (electronic ID), she/he can submit a claim for an sickness benefit. The process for cross-border workers is not very easy. Information on the web page of our organisation is available in LT and EN languages. The application forms for EHIC, REPL, PD S1 are translated into English and published at the web page of the NHIF. English version online application form for EHIC and REPL should implemented until the 1st September of 2024 (at the moment only Lithuanian version is possible). There are no online application forms for PD S1, S2, S3, DA1 and for reimbursement of cost. The person can submit the documents electronically (by signing them with electronic signature), but the special online application procedure is not implemented. We tried to use automatic multilingual translation tool which was installed it on our website. Unfortunately, due to poor translation quality and misleading translation we abandoned the use of this tool. Currently the information about all administrative services is provided in LT and EN.	No	No	

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
MATERNITY&PATERNITY BENEFITS	https://gyventojai.sodra.lt/faces/pages/forms/auth/F1160.jsp?load=1	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	When an individual has logged into the website (electronic ID), she/he can submit a claim for an sickness benefit.	No	No	Accessible for a citizen of the Republic of Lithuania and a foreigner with a residence permit in the Republic of Lithuania.
OLD-AGE PENSION BENEFITS	https://gyventojai.sodra.lt/faces/pages/forms/auth/F1160.jsp?load=1	OBTAIN A BENEFIT DELIVER A PORTABLE DOCUMENT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	When an individual has logged into the website (electronic ID), she/he can submit a claim for a pension.	No	No	Accessible for a citizen of the Republic of Lithuania and a foreigner with a residence permit in the Republic of Lithuania.
ACCIDENTS AT WORK BENEFITS	https://gyventojai.sodra.lt/faces/pages/forms/auth/F1160.jsp?load=1	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	When an individual has logged into the website (electronic ID), she/he can submit a claim for a AAW benefit.	No	No	Accessible for a citizen of the Republic of Lithuania and a foreigner with a residence permit in the Republic of Lithuania.
OCCUPATIONAL DISEASES	https://gyventojai.sodra.lt/faces/pages/forms/auth/F1160.jsp?load=1	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	When an individual has logged into the website (electronic ID), she/he can submit a claim for a occupational disease benefit.	No	No	Accessible for a citizen of the Republic of Lithuania and a foreigner with a residence permit in the Republic of Lithuania.

Luxembourg

Overall evaluation of advanced status up to date

Digital social security coordination in Luxembourg largely relies on a single system: MyGuichet.lu is intended to become the central online hub for accessing social security services, regardless of cross-border worker status. Organisations responsible for various social security schemes have backend access to MyGuichet, allowing them to create customised processes for receiving and answering requests, updating personal information, and communicating with beneficiaries, all within a single platform. The development of digital services on MyGuichet drastically varies between organisations, with most still in the early stages. Interviews have revealed that these differences in digitalisation and reliance on MyGuichet are closely linked to the organisations' internal processes and attitudes toward further digitalisation; while some are advocating for greater use of the MyGuichet platform in the coming years, even moving away from traditional, non-digital procedures, others are more cautious, with little intention to further digitalise or automate their services.

Some stakeholders expect to complete the digitalisation of their services on MyGuichet by 2025 or 2026, others have not declared specific timelines.

MyGuichet is available as both a website and a mobile application for Apple and Android devices. The platform is only accessible with one of the following e-ID authentication certificates:

- LuxTrust certificate, which is an e-ID which combines User ID, password and the OTP code generated by a token, their app or a scan. More info on LuxTrust are available at: <https://www.luxtrust.com/en/individuals/how-use-luxtrust>
- GouvID, which is the national mobile application for using the electronic national identity card (eID): <https://ctie.gouvernement.lu/fr/dossiers/gouvid/gouvid.html>
- eIDAS : <https://digital-strategy.ec.europa.eu/en/policies/discover-eidas>

While it might be more challenging for cross-border workers to access digital services through GouvID, and access through eIDAS is not supported for every country (see the list here: <https://guichet.public.lu/en/citoyens/support/aide/myguichet/enregistrement/eidas.html>), interviewees have explained that a LuxTrust certificate can be obtained by any person with cross-border worker status on demand.

No robotised processes have been identified.

Cooperation with social security organisations in other Member States is primarily conducted through EESSI (Electronic Exchange of Social Security Information), which is outside the scope of this study.

Table 20. Luxembourg

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
UNEMPLOYMENT BENEFITS	MyGuichet.lu	OBTAIN A BENEFIT	ONLINE	UNDER DEVELOPMENT	2) INSTITUTIONS AND USERS	MyGuichet.lu currently supports only job-seeker registration. To access unemployment benefits, individuals must still rely on traditional methods, such as email, mail, phone, or in-person visits. However, starting in 2025, the platform is planned to expand to fully digitize all processes related to unemployment benefits, including registration, submission of applications, user interactions, and document retrieval. Both current and upcoming procedures do not distinguish between cross-border workers and other users. Once registered as a job seeker, individuals will receive a link to submit their digitalized unemployment benefits application on MyGuichet. The new process will require them to complete a questionnaire, verify their information, and upload any necessary supporting documents.	Currently, identification on the platform is automatically managed through GouvID, eIDAS, or LuxTrust. Internally, the system also generates task lists for agents to process benefit requests efficiently. With the upcoming platform expansion, many steps, including document digitization and demand processing, will be largely automated, though human verification will remain essential. The new system will feature pre-filled forms and a simulation of the benefits users are likely to receive. Communication with users will also be streamlined through automated notifications on the platform. Additionally, a multilingual chatbot is under consideration.		It should be noted that in the future, job seekers (cross-border or not) will be required to log in via MyGuichet in order to access services related to unemployment benefits, other modes of communication with users (email, phone, in-person) will only be available for support with navigating the platform.
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	DIGITAL						
		EXCHANGE INFORMATION							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	MyGuichet.lu	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The MyGuichet.lu platform can be used to apply for family and maternity/paternity benefits. Additionally, it allows users to update bank details for the payment of family benefits. The following online application forms are available on the platform in both French, German and English: Family allowance • Application for family allowance • Application for prenatal allowance • Application for birth allowance • Application for post-natal allowance Parental leave • Application for parental leave • Childcare service vouchers (CSA) • Application form • Declaration of honour	Identification on the platform is automatically managed through GouvID, eIDAS or LuxTrust. However, there is currently no electronic follow-up for requests; the Caisse pour l'Avenir des Enfants (CAE, formerly CNAP), which manages family benefits, answers requests exclusively by mail. The processing of requests is entirely manual, and respondents have flagged that there are no plans to automate internal processes nor further digitize communications with the public. Nevertheless, the introduction of a multilingual chatbot is under consideration.		It should be noted that the CAE (Caisse pour l'Avenir des Enfants, formerly CNAP) manages both family and maternity/paternity benefits, as detailed in this row. Unlike other organisations' use of MyGuichet, the CAE considers the development of the platform as regards their prerogatives to be largely complete. As a result, this service is not marked as 'under development' in this list. While family benefits and maternity/paternity benefits are managed by the CAE, the CNS, which also handles sickness benefits in cash (see below), must also be contacted regarding parental leave.
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	DIGITAL						
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
FAMILY BENEFITS	MyGuichet.lu	DELIVER A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The CAE also allows for certain unauthenticated procedures on MyGuichet which are fully developed, specifically the submission of dematerialized and/or any electronically signed documents to the CAE, although only for dossiers that have already been submitted on the platform.	Since this procedure does not require authentication on the platform, identification is handled manually by the service. Likewise, all follow-up is conducted manually.		The organisation notes that authenticated procedures (described in the previous row) on the platform are rarely used. Given that most workers, particularly cross-border workers, typically submit their requests manually and can send further documents electronically through the service described in this row, the CAE sees limited value in further digitalization.
			DIGITAL						

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	MyGuichet.lu --> eDelivery	OBTAIN A PORTABLE DOCUMENT	ONLINE	UNDER DEVELOPMENT	2) INSTITUTIONS AND USERS	Luxembourg developed an eDelivery system on the MyGuichet.lu platform. This is an online document deposit system which enables users to access and consult various forms and official electronic documents ('eDocuments') on their personal space on MyGuichet. Regarding family benefits, the accessible documents are/will be: Birth Allowances: - Letters providing information on the payment of the prenatal, birth, and postnatal allowances. Family Allowance: - Payment confirmation - Request for additional documents - Entitlement letter - Studies Questionnaire: request to maintain the right to family allowance - Differential supplement statement - Family allowance statement - Information letter regarding the cessation of family allowances due to higher education - Information letter regarding the limitation of family allowances due to expiring residence permits - Request for information about your situation Parental Leave: - Income certificate - Salary statement - Request for additional documents - Individual statement	Identification on the platform is automatically managed through GouvID, eIDAS or LuxTrust. When a document is uploaded on the insured's personal space, an email notification is generated.		The eDelivery function must first be activated by the insured person in their personal MyGuichet space. Activating it waives the right to receive documents by post. The insured person can change their mind at any time by deactivating eDelivery. Regarding the deliverance through eDelivery of the certificate of leave for family reasons on the eDocument format, the CNS is involved instead of the CAE.
			DIGITAL						

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	MyGuichet.lu	OBTAIN A BENEFIT	ONLINE	UNDER DEVELOPMENT	2) INSTITUTIONS AND USERS	Currently, the only health insurance request available on the MyGuichet.lu platform is for a European Health Insurance Card or a replacement certificate. However, plans are underway to expand the platform to allow insured individuals to submit requests, communicate with relevant authorities, and report changes to their personal information, address, or bank account directly on the platform. Reporting a change of address or family situation is required only for individuals residing outside Luxembourg. For residents, the commune of residence automatically updates the National Register of Private Individuals (RNPP). In the case of non-residents, MyGuichet.lu will soon enable users to request updates to the RNPP online. Until these enhancements are implemented, all such requests and communications must be handled via email, post, or in person with the National Health Fund (Caisse Nationale de Santé - CNS).	Identification is carried automatically through GouvID, eIDAS or Luxtrust. While not available at the moment, a chatbot is under development.		
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	DIGITAL						
		EXCHANGE INFORMATION							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
SICKNESS BENEFITS IN CASH	CNSapp	EXCHANGE INFORMATION	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	The CNSapp is a mobile application which enables insured persons to download documents electronically and send them to the CNS (the social security body) for reimbursement. It is already in use and fully operational. If the healthcare professional has updated his/her software, the insured person can also use the app to instruct the CNS to consult the invoice for a direct reimbursement. Paper copies of the statement of fees are becoming obsolete. Since 2023, the application also allows an immediate and direct payment of health costs from the CSN to healthcare professionals.	Identification is carried automatically through GouvID, eIDAS or Luxtrust as the user must authenticate themselves on their MyGuichet account and scan a QR code to use this mobile app. Doctors equipped with the new platform print out their fee statements using a QR code and upload them digitally to the platform. When the CNS receives the document (digitally or on paper), it can retrieve the same document digitally using the QR code. This eliminates data entry at the CNS and reimbursements can be processed more quickly.		The application is available for both Apple and Android devices.
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	MyGuichet.lu --> eDelivery	OBTAIN A PORTABLE DOCUMENT	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	Luxembourg developed an eDelivery system on the MyGuichet.lu platform. This service enables users to access and consult various forms and official electronic documents ('eDocuments') on their personal space on MyGuichet. Regarding health insurance, the accessible documents are: • Details of reimbursement • Certificate of family leave • Certificate of remuneration and tax deduction (if the insured person received cash benefits from the CNS for the year in question) • Provisional replacement certificate for the European Health Insurance Card • Certificate of entitlement to benefits required during a temporary stay in Cape Verde, Quebec (students), Bosnia and Herzegovina, Tunisia, or Turkey • Certificate of co-insurance • Details of the monthly cash benefit calculation • Change of compensation payment charge in the event of the insured person's illness, accident, or family leave • Warning of late declaration of the insured person's sick leave • Information in the event of a missing personnel number for the insured person • Notification of the Joint Committee • Confirmation of change of the insured person's bank account • Confirmation that an appointment booked online at a CNS branch by the insured person cannot be cancelled • Notification for the insured person to complete the 'CNS: Demande de remboursement de l'indemnité pécuniaire de maladie de personnel de ménage privé' form on MyGuichet.lu (for private household employers)	Identification is carried automatically through GouvID, eIDAS or Luxtrust.		The eDelivery function must first be activated by the insured person in their personal MyGuichet space. Activating it waives the right to receive documents by post. The insured person can change their mind at any time by deactivating eDelivery.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
ACCIDENTS AT WORK BENEFITS	MyGuichet.lu	OBTAIN A BENEFIT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES EXCHANGE INFORMATION REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE DIGITAL	IN USE	2) INSTITUTIONS AND USERS	Upon receiving an accident declaration from the employer, the Association d'assurance accident (AAA) automatically forwards the DA1 form electronically to the relevant social security institution in the insured's country, as well as to the insured, without the need for a request. If the accident is not recognized for any reason, the service also automatically cancels the previously sent DA1. A new copy can be requested through various methods, including phone, email, or letter. The AAA is currently in the process of digitising its services by integrating web forms on MyGuichet, aiming to improve user-friendliness and accessibility. They also use the platform to notify beneficiaries about their procedures and available contact methods. However, the digitalisation of the AAA's processes is still in the early stages, and the extent of future development remains uncertain.	The initial DA1 is sent automatically. However, any subsequent DA1 forms, such as date extensions or copies, must be processed manually by a clerk. Once the clerk sends it, a digital copy is automatically forwarded to the relevant institution, and a paper copy is dispatched to the insured. There is no automated verification procedure. For access to the digitised services on MyGuichet, identification is carried automatically through GouvID, eIDAS or Luxtrust. A chatbot should be implemented in the future.		The AAA is competent for both accidents at work and occupational diseases.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	Consultation tool on supplementary pension schemes - MyGuichet.lu	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Luxembourg developed two new services accessible online at MyGuichet.lu (the digital platform centralising all digital administrative services). The first, allows beneficiaries of supplementary pension schemes to consult information about their affiliation and the rights they have acquired under these schemes. The second service, allows companies that have set up a supplementary scheme for their employees to consult related information made available by the IGSS, such as the nature and activation date of registered pension plans, the compliance status of their supplementary pension scheme, funding and the number of employees affiliated to the scheme. The only condition is for the company in question to have a professional account on the MyGuichet.lu platform.			The tool still needs further developments: For the two consultation services, only data relating to the financial year 2022 and onward will be available. The data will also only be available if the supplementary pension scheme manager has communicated the required data to the IGSS (the Social Security General Inspection service). To digitalise its communications with companies in relation to their supplementary pension scheme, the IGSS also plans to introduce, in a second phase, an eDelivery service via the MyGuichet.lu platform. https://igss.gouvernement.lu/fr/actualites_gouvernement%2Bfr%2Bactualites%2Btoutes-actualites%2Bcommuniques%2B2024%2B02-fevrier%2B06-guichet-pension.html Regarding documents relating to maternity benefits, the following documents are accessible for birth grants: letters providing information on the payment of postnatal allowance, antenatal allowance and birth grant.
		VERIFY A PORTABLE DOCUMENT	DIGITAL						
		DELIVER A PORTABLE DOCUMENT							
OLD-AGE PENSION BENEFITS	PenCom	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	PenCom is a software used by the IGSS as a database to monitor and manage data relating to supplementary pension schemes. The data are sent to the IGSS by accredited supplementary pension schemes managers in the form of DAP and DER files (the latter relating to companies and the former relating to affiliated individuals) via the software. The data are communicated through another software linked to PenCom called PenConnects.			The nature of the data contained in the DAP and DER files are listed by the Grand Ducal regulation of 11 January 2012 available at: https://legilux.public.lu/eli/etat/leg/rgd/2012/01/11/n1/jo The IGSS also developed a guide for the completion of the DAP and DER files. Both documents are available at: https://igss.gouvernement.lu/fr/glossaire/d/dap-der.html
		MATCH DATA	DIGITAL						
OLD-AGE PENSION BENEFITS	Online request for pension certificates	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The National Pension Insurance Fund (Caisse Nationale d'Assurance Pension - CNAP) set up an online application form for requests of pension certificates. This form is only open to individuals who have a national identification number (nationals and residents).			

Malta

Overall evaluation of advanced status up to date

It is possible to apply online for most benefits or services. From desk research conducted, it seems that there is no use of robotisation, as most of these services are developed as an interaction between the applicant and the social security institution. The online service is available for both cross-border persons as for persons residing in Malta. Some services require a valid electronic ID with high security, that is, either a national electronic ID or eIDAS, to get access. The process for cross-border users to submit requests or update their information online involves accessing the relevant social security portal (EESSI), authenticating their identity through national electronic identification systems (SABS), completing forms, uploading supporting documents, and receiving confirmations and status updates. Cross-border applications are in the process of redevelopment with K2 software called Workflow Automation System (WAS). PDs A1 and U1 have been fully introduced into this system whereby certificates are automatically generated and sent to the applicant upon being manually vetted by the back-office.

Table 21. Malta

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://workflow.gov.mt/RuntimeID/Runtime/Form/Medical+Certificate?language=en	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual who has logged into the website with the national electronic ID or eIDAS to submit the sickness certificate in order to claim a sickness benefit. All documents received are vetted and stored manually. A document is stored on a cloud-based Document Management System (DMS) which makes the applicant's data available electronically and available to back-office users. A procedure called Document Call Letter (DOCL) can be initiated through another solution namely Sistema għall-Amministrazzjoni tal-Benefiċċi Soċjali (SABS), where an applicant is asked for the missing provided documents to upload from mySocialSecurity portal and stored automatically in the DMS. Application vetting is not done automatically. Each application is manually reviewed by the back-office team to ensure accuracy and compliance with standards. This procedure applies to all the below benefits.	No	No	
		PROVIDE A BENEFIT							
		DELIVER A PORTABLE DOCUMENT							
		OBTAIN A PORTABLE DOCUMENT							
OCCUPATIONAL DISEASES	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://socialsecurity.gov.mt/en/injurybenefit/	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual who has suffered an injury to fill in an online form and submit documents to obtain an injury benefit.	No	No	
		PROVIDE A BENEFIT							
		DELIVER A PORTABLE DOCUMENT							
		EXCHANGE INFORMATION							
		OBTAIN A PORTABLE DOCUMENT							
MATERNITY BENEFITS	https://socialsecurity.gov.mt/en/maternityadoptionbenefit/	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to fill in an online form and submit relevant documents to obtain maternity/adoption benefit.	No	No	
		PROVIDE A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
FAMILY BENEFITS	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://socialsecurity.gov.mt/en/calessincome/ https://socialsecurity.gov.mt/en/caexceedingincome/ https://eforms.gov.mt/pdfforms.aspx?fid=ies042e& https://eforms.gov.mt/pdfforms.aspx?fid=ies049e&	PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to fill in an online form and submit relevant documents to obtain children allowance.	No	No	
		PROVIDE A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://eforms.gov.mt/pdfforms.aspx?fid=ies030e&	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to fill in an online form and submit relevant documents to obtain children in foster care allowance.	No	No	
		PROVIDE A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
FAMILY BENEFITS	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://eforms.gov.mt/pdfforms.aspx?fid=ies015e&	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to fill in an online form and submit relevant documents to obtain disabled child allowance.	No	No	
		PROVIDE A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
OLD-AGE PENSION BENEFITS	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://socialsecurity.gov.mt/en/retirementpension/	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to fill in an online form and submit relevant documents to obtain a retirement pension.	No	No	
		PROVIDE A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
UNEMPLOYMENT BENEFITS	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://socialsecurity.gov.mt/en/socialunemploymentassistance/	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to fill in an online form and submit relevant documents to obtain unemployment benefits.	No	No	
		PROVIDE A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
SICKNESS BENEFITS IN CASH	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://eforms.gov.mt/pdfforms.aspx?fid=ies037e&	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to fill in an online form and submit relevant documents to obtain visual impairment and disability benefit.	No	No	
		PROVIDE A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://eforms.gov.mt/pdfforms.aspx?fid=ies024e&	OBTAIN A BENEFIT PROVIDE A BENEFIT OBTAIN A PORTABLE DOCUMENT DELIVER A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to fill in an online form and submit relevant documents to obtain an age pension not related to social contributions made.	No	No	
APPLICABLE SSC	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/bilateral-agreements/certification-of-insurance-request-for-certification-of-insurance-employment-periods-in-another-eu-country-form-u1/	OBTAIN A PORTABLE DOCUMENT DELIVER A PORTABLE DOCUMENT EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to file the U1 form electronically and submit relevant documents.	No	No	
APPLICABLE SSC	https://socialsecurity.gov.mt/en/information-and-applications-for-benefits-and-services/list-of-applications/ https://workflow.gov.mt/RuntimeAnonymous/Runtime/Form/A1+eService+Form?language=en	OBTAIN A PORTABLE DOCUMENT DELIVER A PORTABLE DOCUMENT EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	It is an online tool which permits an individual to file the A1 form electronically and submit relevant documents, in order to ascertain which social security legislation applies to the applicant.	No	No	

The Netherlands

Overall evaluation of advanced status up to date

Digital services within the Dutch social security system have made significant progress. Platforms 'Mijn UWV', 'Mijn SVB' and 'Mijn Wlz Aanvraag' allow users to apply for benefits, manage personal data and communicate changes through automated and efficient processes. These services improve accessibility and user-friendliness for citizens, while also reducing the administrative burden for authorities. The digital services of social security organisations in the Netherlands, such as 'Mijn UWV' and 'Mijn SVB', exchange information with agencies in other countries in certain cases. Moreover, every year, health insurers and care offices jointly formulate their ambitions and goals in terms of digitisation and data exchange every year. The goals for 2024 and 2025 can be found here: <https://www.zn.nl/dossier/digitalisering/ambities-zorginkoop-digitale-zorg-en-gegevensuitwisseling/>. Goals for 2025 include for all residents in the Netherlands to have digital access to their personal health information in the NL and digital information exchange as the standard in the care sector.

Table 22. The Netherlands

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	Mijn UWV	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	My UWV' is an online portal of the Dutch Employee Insurance Agency (Uitvoeringsinstituut Werknemersverzekeringen), where users can access their personal and employment-related data, benefit information, submit applications, track the status of their files, and communicate with UWV. The automated process starts with user authentication via DigiD (a digital identity with which Dutch habitants can login on government websites) or with European Login for other EU citizens (this will lead you to the national digital log-in system), after which data is collected and verified. Contact with the client service can take place via: online forms, online messaging, instant chat with a collaborator (including for deaf or hearing impaired), telephone or mail.	Applications are digitally completed, automatically validated and submitted, with real-time status updates and automatic notification. Users can upload documents, which are stored securely. The system calculates benefits, processes payments and generates reports for monitoring and policy purposes.	Whether robotised processes are specifically used for tasks such as automatically processing applications or performing repetitive administrative tasks is not explicitly mentioned.	With some health insurance companies the EHIC card is automatically available in the application of the insurer that can be downloaded. Generally, you can request the card physically. A person may provide digital access to a third person to access their Mijn UWV profile via DigiD.
		PROVIDE A BENEFIT							
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
		VERIFY A PORTABLE DOCUMENT							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		EXCHANGE INFORMATION							
		MATCH DATA							
SICKNESS BENEFITS IN KIND	Mijn Wlz-aanvraag	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Allows users to apply independently for care under the Long-Term Care Act (Wlz). The process involves filling in personal details, indicating care needs, and uploading relevant documents. The system guides the user step by step and validates entered data to ensure that the application is submitted correctly and completely. More information and the application process can be found via My Wlz Application.	My Wlz Application' uses automated processes. The system automatically validates and checks entered data for consistency and completeness, sends automatic notifications and updates to users on the status of their application, and automatically exchanges information with relevant CIZ databases and systems.		Covers long-term care.
		EXCHANGE INFORMATION							
		MATCH DATA							
		OBTAIN A BENEFIT							
MATERNITY & PATERNITY BENEFITS	Mijn UWV			IN USE	2) INSTITUTIONS AND USERS				

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	Mijn SVB	PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	My SVB' is the online portal of the Sociale Verzekeringsbank (SVB) in the Netherlands. It is designed to allow users to access their personal data and services offered by the SVB. The SVB is responsible for implementing national insurance and other social schemes, such as the AOW (Algemene ouderdomswet) and the Anw (Algemene nabestaandenwet), and child benefits.	My SVB' uses automated processes. These include automatic validation of entered data, sending status updates and notifications, and exchanging information with other systems and databases. As a result, applications are processed more efficiently and accurately.		
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		EXCHANGE INFORMATION							
		MATCH DATA							
UNEMPLOYMENT BENEFITS	Mijn UWV		ONLINE	IN USE	2) INSTITUTIONS AND USERS				
	UWV app		DIGITAL	IN USE	2) INSTITUTIONS AND USERS	The UWV App is a phone application which provides access to users for a more limited number of services also provided through the online UWV portal. It allows users to check information about appointments with unemployment services, submit a record of job applications, etc.			
	Suwinet	EXCHANGE INFORMATION	DIGITAL	IN USE	1) ADMINISTRATIONS OF MSs	Suwinet is a system for the exchange of information between municipal authorities (gemeenten), the UWV and SVB in relation to certain social security branches, such as benefits, unemployment. It allows public authorities to verify personal information about all inhabitants in the Netherlands for the performance of their legal mandate. Moreover, access may be provided to other public authorities. The system does not store information, but facilitates exchange between different public authorities under limited conditions, set out by law.			Suwinet is designed to exchange information for individuals who are covered by the Dutch social security system, irrespective of their nationality. This includes EU citizens residing in the Netherlands. To confirm limitations of exchange and specific use cases of Suwinet for cross-border exchange during interview. + for which other social security branches.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
	Digital Klantendossier (DKD)	EXCHANGE INFORMATION	DIGITAL	IN USE	1) ADMINISTRATIONS OF MSs	The DKD is a digital client file, i.e. a shared, virtual file with personal information about a social security user, with the view of facilitating the exchange of information between public authorities more effectively. The objective is to require a citizen to only provide certain information once. The file may be exchanged through Suwinet.			As above, to confirm in interviews whether DKD can be shared with other Member States and under which conditions/limitations.
INCOME PROVISION FOR OLDER AND PARTIALLY DISABLED UNEMPLOYED WORKERS AND SELF-EMPLOYED	Mijn UWV			IN USE	2) INSTITUTIONS AND USERS				
OLD-AGE PENSION BENEFITS	Mijn SVB (AOW) and Mijn UWV (IOW)			IN USE	2) INSTITUTIONS AND USERS				
ACCIDENTS AT WORK BENEFITS	Mijn UWV			IN USE	2) INSTITUTIONS AND USERS				
OCCUPATIONAL DISEASES	Mijn UWV			IN USE	2) INSTITUTIONS AND USERS				
	UWV app		DIGITAL	IN USE	2) INSTITUTIONS AND USERS	The UWV App is a phone application which provides access to users for a more limited number of services also provided through the online UWV portal. It allows users to check information about appointments with social security institutions, submit claims for medical absences, etc.			

Norway

Overall evaluation of advanced status up to date

As shown in more detail below, it is possible to apply online for most benefits or services. The applications are then processed automatically, manually or both. There is little use of robotisation, as most of these services are developed as an interaction between the applicant and the social security institution. The services that are described are the same for cross-border persons as for persons residing in Norway. However, almost all the services require a valid electronic ID with high security (Level 4) to get access. Today, it can still be difficult for cross-border workers from other Member States to obtain a valid Norwegian eID. When the EW is introduced, the services for cross-border workers will be at almost the same level as for persons residing in Norway. However, cross-border workers will probably experience more manual and less automated processing of claims than residents in Norway - mainly because of the extra level of information complexity that is added by the social security coordination rules. The only service that is provided exclusively for cross-border workers is online information, see <https://www.nav.no/en>.

Table 23. Norway

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	Melosys (no hyperlink)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	1) ADMINISTRATIONS OF MSs	Melosys is an IT-application that was developed especially for electronic exchange of SEDs on applicable legislation in EESSI. It is also used for other information on SSC, e.g. from bilateral agreements. All cases on applicable legislation is processed through Melosys, and all information is shared electronically with the competent institution for social security contribution.	Obtain a PD: The worker or her/his employer completes an online application. The system checks whether the application can be verified automatically. If not, a caseworker looks into it. Verify a PD: Same process, but reversed. App. 70 % of all received SEDs / PDs on applicable legislation are verified automatically.		Melosys eliminates the need for the PD A1 as such - it is in excess, except as a confirmation for the worker. This means that Melosys thus also functions as a very efficient validation of PD A1, as it is not possible in practice to make use of a fake paper PD A1 for contribution or benefit fraud.
		DELIVER A PORTABLE DOCUMENT							
		EXCHANGE INFORMATION							
		WITHDRAW PORTABLE DOCUMENT							
		VERIFY A PORTABLE DOCUMENT							
		MATCH DATA							
SICKNESS BENEFITS IN KIND	HEALTH INSURANCE CARD https://www.helsenorge.no/en/health-rights-tourist-abroad/the-european-health-insurance-card/	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	When an individual has logged into the website (electronic ID), she/he can submit a claim for an EHIC with a few keystrokes	When the electronic application is submitted, the system checks relevant public records to see if it can be issued without further case management. This is normally the case - only a few per cent of all applications are sent to a case manager.		
		DELIVER A PORTABLE DOCUMENT							
SICKNESS BENEFITS IN CASH	LovMe (no hyperlink)	PROVIDE A BENEFIT	DIGITAL	IN USE	1) ADMINISTRATIONS OF MSs	LovMe is an electronic service that is used as a pre-system that detects whether a person who applies electronically for a sickness benefit in cash is insured in Norway or in another country.	The service is fully automated. When it detects that an applicant is or might be insured in another country, either EEA or outside EEA, the application is sent to a case worker for manual case management.		The service is under consideration for other benefits, meaning that it is both 'in use' and 'under development'.
		MATCH DATA							
SICKNESS BENEFITS IN CASH	Nav.no https://www.nav.no/soknader/en	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	For sickness benefits in cash, the individual can submit a claim for benefits through an online procedure. She or he can also submit a request for obtaining certain documents such as certificate of payment. This service is also available for cross-border workers who have the necessary electronic ID.	See comment on the LovMe service.		
		PROVIDE A BENEFIT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
MATERNITY & PATERNITY BENEFITS	Nav.no https://www.nav.no/en/home/benefits-and-services/relatert-informasjon/child-benefit-and-cash-benefit-foreign-employees-in-norway	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	For maternity and paternity benefits, the parents or families can submit their claims for benefits through an online procedure. They can also submit a request for obtaining certain documents such as certificate of payment. This service is also available for cross-border workers who have the necessary electronic ID.	If all relevant information is in the system, the application is handled automatically. For maternity and paternity benefits, the parents can choose to divide some of the period between them. This division of days, and also changes to them, are governed by the parents themselves without application, the just need to log in (like in an internet bank) to make the necessary changes.		For cross-border workers in different countries (typical situation is when one parent work in Norway, the other in another MS) who apply for family benefits: The application is picked up by the institution, who sends an SED to the other Member State, starting a coordination process.
FAMILY BENEFITS		PROVIDE A BENEFIT							
UNEMPLOYMENT BENEFITS	Nav.no https://www.nav.no/soknader/en	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	For unemployment benefits, the individual can submit a claim for benefits through an online procedure. He or she can also submit a request for obtaining certain documents such as certificate of payment. This service is also available for cross-border workers who have the necessary electronic ID.	For persons who have worked in Norway only, employment and wage history is checked in public registries. For cross-border workers, there is little automatisisation, because of the need to obtain information on employment and insurance history from other Member States.		
		PROVIDE A BENEFIT							
OLD-AGE PENSION BENEFITS	Nav.no https://www.nav.no/pensjon	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Norway has a flexible pension age, from age 62 to age 75. For old age pensions, the individual can both plan for their pension and submit a claim for benefits through an online procedure. The certificat of payment is also delivered exclusively through the electronic application (unless the pensioner asks specifically to have it sent on paper). This service is also available for cross-border workers who have the necessary electronic ID.	Yes. If all periods of insurance is registered, the claim is answered within 30 seconds. If not, a case manager has to look into 'loopholes' in the records. This includes exchange of information with other Member States.		
		PROVIDE A BENEFIT							
ACCIDENTS AT WORK BENEFITS									N/A. Norwegian AWOD benefits are basically 'ordinary' social security benefits with more favourable conditions, so at the moment, there are no separate electronic solutions for AWOD.
OCCUPATIONAL DISEASES									

Poland

Overall evaluation of advanced status up to date

S1 and DA1 documents cannot be requested online (<https://pacjent.gov.pl/artukul/dokument-s1-lub-da1>). U1, U2, and U3 documents cannot be requested online (<https://powroty.gov.pl/-/formularz-u1>).

Table 24. Poland

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	Platforma Usług Elektronicznych ZUS (PUE ZUS)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	PUE ZUS allows to handle online all issues related to social security. User can obtain information concerning social security, benefits, and payments at the social security institution, verify whether the data are correct, as well as apply for individual responses in individual cases. In order to set up an account at PUE ZUS, user needs to: a) register online and then verify identity at the office within 7 days; or b) log into the system through a trusted profile (it can be set up in a bank, tax office, National Health Fund or Social Security Office), or using e-ID, mObywatel app or through selected bank accounts; OR c) log into the system through qualified electronic signature. Since 1 April 2022, a PD A1 can be requested through PUE ZUS exclusively (no other regulatory pathway is available).	No, an official makes assessment before issuing PD A1. Some of the data within the submission form are automatically filled in (downloaded from public databases and previous forms).	N/A	
		DELIVER A PORTABLE DOCUMENT							
		VERIFY A PORTABLE DOCUMENT							
		WITHDRAW PORTABLE DOCUMENT							
SICKNESS BENEFITS IN KIND	Internetowe Konto Pacjenta	OBTAIN A BENEFIT	ONLINE	IN USE	3) BOTH	Users can log into the system using a trusted profile (it can be set up in a bank, tax office, National Health Fund or Social Security Office), or using e-ID, mObywatel app or through selected bank accounts; or log into the system through qualified electronic signature. The system allows to receive e-receipt, share information about health conditions, receive e-receipts in case such are possible without having an appointment with a doctor, receive referral to a doctor, as well as receive EHIC card.			Please note that EHIC card can also be requested through EPUAP.
		PROVIDE A BENEFIT							
		EXCHANGE INFORMATION							
		OBTAIN A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	EPUAP	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	This is a tool that enables to submit various applications to the public administration. One of the features allows to apply for EHIC card. User can sign in using a trusted profile (it can be set up in a bank, tax office, National Health Fund or Social Security Office), using e-ID, mObywatel app; through selected bank accounts; qualified electronic signature.			Please note that EHIC card can also be requested through Internetowe Konto Pacjenta.
SICKNESS BENEFITS IN CASH	Platforma Usług Elektronicznych ZUS (PUE ZUS)	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	For general description of PUE ZUS, see above. Employees do not apply to receive sickness benefit (it is done by the employer) and no documents need to be submitted to the employer. Employer is automatically notified online via PUE ZUS that they need to pay sickness benefit to the employee. People running non-agricultural business activities, persons who collaborate with entrepreneurs, as well as clergy (clergy have a separate social security status in Poland) need to apply for sickness benefit on their own via PUE ZUS.			
MATERNITY & PATERNITY BENEFITS	Platforma Usług Elektronicznych ZUS (PUE ZUS)	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	See above			
FAMILY BENEFITS	mZUS	OBTAIN A BENEFIT PROVIDE A BENEFIT	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	mZUS is an app used by the social security institution that can be used to submit application for family benefits. In order to activate mZUS app, user needs to have a profile at PUE ZUS (see above).			
FAMILY BENEFITS	Platforma Usług Elektronicznych ZUS (PUE ZUS)	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	See above			

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	emp@tia	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Emp@tia is a dedicated website by the Ministry for Family, Labour, and Social Policy that allows to apply for family benefits (cash and in kind). User can log into the system using trusted profile (it can be set up in a bank, tax office, National Health Fund or Social Security Office), or using e-ID, mObywatel app or through selected bank accounts; or log into the system through qualified electronic signature.			
UNEMPLOYMENT BENEFITS	Usługi Elektroniczne Państwowych Służb Zatrudnienia	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	User can log into the system using a trusted profile (it can be set up in a bank, tax office, National Health Fund or Social Security Office), or using e-ID, mObywatel app or through selected bank accounts; or log into the system through qualified electronic signature. The system can be used to register as an unemployed person.			
OLD-AGE PENSION BENEFITS	Platforma Usług Elektronicznych ZUS (PUE ZUS)	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	See above.			
ACCIDENTS AT WORK BENEFITS	Platforma Usług Elektronicznych ZUS (PUE ZUS)	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	See above. PUE ZUS allows to submit all the necessary documentation to submit for accidents at work benefits, including medical certificates which are issued electronically by doctors confirming inability to work. However, if a medical certificate has been issued in a paper form for whatever reason, or if it has been issued abroad, accidents at work benefits has to be claimed through regular paper procedure.			A one-time accident compensation for accident at work or occupational disease for persons who have suffered a permanent or long-term health damage resulting from an accident at work or an occupational disease cannot be claimed via PUE ZUS and requires a paper form.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	eKRUS	MATCH DATA	ONLINE	IN USE	2) INSTITUTIONS AND USERS	eKRUS is an IT system of the Agricultural Social Insurance Fund (KRUS) dedicated to those insured in KRUS: farmers, spouses of farmers and household members, covered by farmers' social insurance. Without registration at eKRUS, clients can gain access to publicly available content concerning basic information about social insurance and health insurance and about benefits due under the insurance. After registration (which can be done on a paper form, or through form signed with a certified profile or electronic signature), clients gain access to personalized content concerning the data that KRUS processes about the client, the course of insurance, the list of contributions as well as information about upcoming payment dates and the amount of contributions.			
MATERNITY BENEFITS	eKRUS	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	eKRUS allows to submit an application to issue a maternity benefit. Application can be created, filled in, and sent online. Application is then sent to KRUS and the decision is issued either electronically or in a paper form, depending on client's request. System can also generate a confirmation of the application.			
PATERNITY BENEFITS	eKRUS	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	See above - the same information applies as in case of maternity benefits.			
ACCIDENTS AT WORK BENEFITS	eKRUS	OBTAIN A BENEFIT PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	See above - the same information applies as in case of maternity benefits. The system allows to fill in and submit an application for one-time compensation for accident at work or occupational disease.			

Portugal

Overall evaluation of advanced status up to date

Portugal provides an online portal (Segurança Social Direta - SSD) through which is possible to apply for most of the benefits, as well as to change information, deliver and obtain portable documents (including PD A1). The services can be used by those who have a NISS (social security number identification), regardless their nationality.

Table 25. Portugal

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	Segurança Social Direta (SSD) https://app.seg-social.pt/sso/login?service=https%3A%2F%2Fapp.seg-social.pt%2Fpts%2Fcaslogin	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	3) BOTH	SSD allows you to consult information about the various amounts you have to receive or pay to Social Security at the time of consultation. Actions are available here that allow you to quickly carry out detailed consultations on your current situation and carry out any regularizations. It also allows users to obtain a declaration of contribution status, to prove their status in good standing or debt with social security. Users can also give consent to public entities to consult their contribution situation. It allows to consult, register and update the elements that make up the household and family relationships. It also allows to consult and obtain declarations of household and family relationship. The SSD allows to register requests for posting employees to countries in the European Union, the European Economic Area (Iceland, Liechtenstein, Norway) and Switzerland. Upon validation, the applicable social security legislation will be determined and a PD A1 will be issued. It is also possible to consult posting requests, deliver documents, cancel and terminate a request, request the extension of a posting, issue documents proving the requests made, issue a PD A1 after approval. SSD allows to obtain an original document and validate a document issued by the social security institution.			SSD is an online channel that allows individuals and companies to benefit from social security services without having to go to the social security institution in-person customer service.
		EXCHANGE INFORMATION							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		VERIFY A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
MATERNITY & PATERNITY BENEFITS	Segurança Social Direta (SSD) https://app.seg-social.pt/sso/login?service=https%3A%2F%2Fapp.seg-social.pt%2Fptss%2Fcaslogin	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The SSD allows to apply for and search for parental benefits, delivering the requested documents. Through this portal it is also possible to obtain a declaration of the status of temporary impediments to work.			SSD is an online channel that allows individuals and companies to benefit from social security services without having to go to the social security institution in-person customer service.
		DELIVER A PORTABLE DOCUMENT							
		OBTAIN A PORTABLE DOCUMENT							
FAMILY BENEFITS	Segurança Social Direta (SSD) https://app.seg-social.pt/sso/login?service=https%3A%2F%2Fapp.seg-social.pt%2Fptss%2Fcaslogin	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The SSD allows users to request and consult family benefit and prenatal benefit processes and request the reevaluation of family benefit. It is also possible to consult, register and correct the school status certificate. Moreover, SSD is a proper channel to request the recognition of the informal caregiver status and the respective support benefit, allowing to consult, change or cancel previously made orders and deliver documents. It also allows to consult, record the income of all members of the household and consult income and asset declarations.			SSD is an online channel that allows individuals and companies to benefit from social security services without having to go to the social security institution in-person customer service.
		EXCHANGE INFORMATION							
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							
		DELIVER A PORTABLE DOCUMENT							
UNEMPLOYMENT BENEFITS	Segurança Social Direta (SSD) https://app.seg-social.pt/sso/login?service=https%3A%2F%2Fapp.seg-social.pt%2Fptss%2Fcaslogin	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The SSD allows users to apply for unemployment benefits, obtain a declaration of unemployment benefit, and obtain a declaration of unemployment status.			SSD is an online channel that allows individuals and companies to benefit from social security services without having to go to the social security institution in-person customer service. FROM THE EU SURVEY: It is possible to request a PD U1 only via email or appointment, while the PD U2 can also be requested online on iefponline (platform from Portuguese Employment and Professional Training Institute). To enter the online service the citizen needs a digital mobile key or citizen's card.
		DELIVER A PORTABLE DOCUMENT	ELECTRONIC						
		OBTAIN A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS	Segurança Social Direta (SSD) https://app.seg-social.pt/sso/login?service=https%3A%2F%2Fapp.seg-social.pt%2Fptss%2Fcaslogin	OBTAIN A BENEFIT EXCHANGE INFORMATION MATCH DATA OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	SSD has a pension simulator that allows you to calculate the estimated value of pensions. It is also possible to request for old-age/invalidity pension and check the old-age/invalidity pension, as well as obtain the annual pension income declaration.			SSD is an online channel that allows individuals and companies to benefit from social security services without having to go to the social security institution in-person customer service.
SICKNESS BENEFITS IN CASH	Digital Certificate of temporary incapacity for work (CIT) https://servicos.min-saude.pt/utente/ https://www.sns24.gov.pt/guia/app-sns-24/	EXCHANGE INFORMATION OBTAIN A BENEFIT OBTAIN A PORTABLE DOCUMENT	ONLINE DIGITAL ELECTRONIC	IN USE	3) BOTH	Certification of temporary incapacity for work is carried out through a specific model, called the Certificate of Temporary Incapacity for Work due to Illness (CIT). CITs are issued electronically and automatically sent, via electronic data transmission, to the social security system. Upon receipt, the social security system will promote the allocation of sickness benefit, if due. Nevertheless, the CIT can be downloaded in the personal area of the SNS 24 portal or on the SNS 24 App.			
SICKNESS BENEFITS IN KIND	Segurança Social Direta (SSD) https://app.seg-social.pt/sso/login?service=https%3A%2F%2Fapp.seg-social.pt%2Fptss%2Fcaslogin https://play.google.com/store/apps/details?id=pt.segsocial.mobile.seguranca-social&hl=pt_PT	EXCHANGE INFORMATION	ONLINE DIGITAL ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Through the SSD it is possible to request the EHIC (European Health Insurance Card). It is also possible to request the EHIC through the social security app.			SSD is an online channel that allows individuals and companies to benefit from social security services without having to go to the social security institution in-person customer service.
SICKNESS BENEFITS IN CASH	Segurança Social Direta (SSD) https://app.seg-social.pt/sso/login?service=https%3A%2F%2Fapp.seg-social.pt%2Fptss%2Fcaslogin	EXCHANGE INFORMATION OBTAIN A PORTABLE DOCUMENT		IN USE		SSD allows you to consult information on your sickness benefits, as well as to issue a declaration of sickness benefit status.			SSD is an online channel that allows individuals and companies to benefit from social security services without having to go to the social security institution in-person customer service.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
APPLICABLE SSC	Social Security website https://www.seg-social.pt/pedido-de-formulario-niss-cidadao-estrangeiro	EXCHANGE INFORMATION DELIVER A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Request for a Social Security Identification Number (NISS) for foreign citizens, using the online form available on the Social Security Portal. A scanned copy of a valid ID document of the person requesting the NISS must be attached to the form. After the request is examined by the services, an e-mail confirming the NISS allocation is received, with information on how to collect the respective document at the social security customer information services.			FROM THE EU SURVEY: Foreign citizens can request the EHIC if they have the NISS, or a Portuguese Health Number, in the same way as the nationals. Foreign citizens must present a valid residence permit.

Romania

Overall evaluation of advanced status up to date

Romania's digital social security service face notable limitations for cross-border workers. Key services, such as applying for the European Health Insurance Card, require a Romanian IP address, restricting remote access to online portals. Additionally, the reliance on sending signed documents via email or in-person communication for applications and updates can pose challenges.

Table 26. Romania

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	EUROPEAN HEALTH INSURANCE CARD (https://www.cardeuropean.ro/login , not available in EN)	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Persons having public health insurance in Romania can apply for the EHIC in person (at the office of the territorial health insurance house with which they are registered) or online at https://www.cardeuropean.ro/login . However, online application on this website can be submitted only from the territory of Romania (from a Romanian IP address). Applications might also be submitted to some of the territorial health insurance houses via email. The card is not issued digitally.	No	No	More info available in RO at: https://www.cardeuropean.ro
		OBTAIN A PORTABLE DOCUMENT	DIGITAL						
SICKNESS BENEFITS IN KIND	Provisional replacement certificate of the EHIC	OBTAIN A BENEFIT	DIGITAL	IN USE	2) INSTITUTIONS AND USERS	A person who is on the territory of a Member State (+ CH, UK) and needs medical care that has become necessary during her/his travel can request a certificate by means of a written application addressed to the territorial health insurance house where the insured person is registered. The application can be sent by post, fax or e-mail. The certificate can also be received by post, fax or e-mail. The certificate can also be sent via email in emergency situations that would require the EHIC to be issued in less than 7 working days.	No	No	More info available in RO at: https://www.cardeuropean.ro/intrebari-frecvente/
		OBTAIN A PORTABLE DOCUMENT							
		DELIVER A PORTABLE DOCUMENT							
SICKNESS BENEFITS IN KIND	The electronic health record (DES) (https://ehr.des-cnas.ro/cnasportalex/index.html#/acces; not available in EN)	OBTAIN A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The electronic health record (DES) is an electronic collection of medical data of a person recorded in the DES computer system managed by the National Health Insurance House. The DES is fed with information contained in medical documents issued by doctors and collected in this application. The DES can be accessed by the person only after a physician registered in the system generates the 'Security Matrix' which will allow the person access the external DES portal. At the first login, a password needs to be defined, which will be used each time the electronic health record is accessed together with the security matrix.	No	No	More info available in RO at: https://www.des-cnas.ro/pub/ ; https://cnas.ro/wp-content/uploads/2021/12/DES-Anonimizare.pdf
		REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	E-mail application for social benefit changes Online applications for family benefit claims	OBTAIN A BENEFIT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	DIGITAL ONLINE	IN USE	2) INSTITUTIONS AND USERS	According to the website of the institution in charge of family benefits (www.mmanpis.ro), starting from 1 March 2020, beneficiaries can apply electronically for changes in social benefits already granted, e.g. child-raising allowance, social benefits for disabled persons, family with children allowance, minimum income of inclusion, foster care allowance, food allowance, etc. Changes requested can refer to granting of outstanding payments, change of address or personal data, change of means of transfer, etc. The application form and the relevant attachments can be sent in pdf format to the dedicated e-mail address on the website of the Agency for Payments and Social Inspection (ANPIS) of the person's county of residence. According to written response received from ANPIS to the Milieu interview questionnaire, cross-border users are able to submit requests or update their information via e-mail. There are no portable documents in this sector. All changes of personal circumstances and transfers of files between competent institutions can be communicated online directly to the competent Agency for Payments and Social Inspection since the beginning of the COVID-19 pandemic. In addition to registering family benefits claims at the municipal office of the applicant's place of residence, such claims may also be submitted online, via a facility offered by the implementation of integrated and unitary service hub implemented at national level by the Ministry of Labour and Social Protection.	No	No	More info available in RO at: https://www.mmanpis.ro/cerere-modificari-de-acordare-beneficii-sociale-online/
OLD-AGE PENSION BENEFITS	Online application for old-age pension (https://www.cnpp.ro/depunere-cereri-si-documente ; not available in EN)	OBTAIN A BENEFIT EXCHANGE INFORMATION	ONLINE DIGITAL	IN USE	2) INSTITUTIONS AND USERS	Applications to receive benefits from the public pension system can be sent via email to the competent territorial pension house (this is limited to certain benefits) or through the portal of the National Public Pension House (NPPH). Communication through the portal can be done in two ways: by not creating an account (in this case the completed forms need to be manually signed and uploaded in JPEG, JPG,PNG,XML, CMS sau PDF formats), or by creating an account at https://www.cnpp.ro/solicitare-acces-online . In this latter case, a form needs to be filled in, saved and signed electronically. The signed form needs to be sent by e-mail to the competent territorial pension house, together with a copy of the identity card, after which the pension house approves the request and informs the applicant via email about the activation of the account and the possibility to set the initial password.	No	No	More information available in RO at: https://www.cnpp.ro/documents/10180/9592730/Procedura%20utilizare%20comunicare%20electronica

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
ACCIDENTS AT WORK BENEFITS	Online application for benefits in case of accidents at work (https://www.cnpp.ro/depunere-cereri-si-documente ; not available in EN)	OBTAIN A BENEFIT EXCHANGE INFORMATION	ONLINE DIGITAL	IN USE	2) INSTITUTIONS AND USERS	Applications to receive benefits in case of accidents at work can be sent via email to the competent territorial pension house (this is limited to certain benefits) or through the portal of the National Public Pension House (NPPH). Communication through the portal can be done in two ways: by not creating an account (in this case the completed forms need to be manually signed and uploaded in JPEG, JPG,PNG,XML, CMS sau PDF formats), or by creating an account at https://www.cnpp.ro/solicitare-acces-online . For this latter, please see procedure in the row above.	No	No	More information available in RO at: https://www.cnpp.ro/documents/10180/9592730/Procedura%20utilizare%20comunicare%20electronica
OCCUPATIONAL DISEASES	Online application for benefits in case of occupational diseases (https://www.cnpp.ro/depunere-cereri-si-documente ; not available in EN)	OBTAIN A BENEFIT EXCHANGE INFORMATION	ONLINE DIGITAL	IN USE	2) INSTITUTIONS AND USERS	Applications to receive benefits in case of occupational diseases can be sent via email to the competent territorial pension house (this is limited to certain benefits) or through the portal of the National Public Pension House (NPPH). Communication through the portal can be done in two ways: by not creating an account (in this case the completed forms need to be manually signed and uploaded in JPEG, JPG,PNG,XML, CMS sau PDF formats), or by creating an account at https://www.cnpp.ro/solicitare-acces-online . For this latter, please see procedure in the row above.	No	No	More information available in RO at: https://www.cnpp.ro/documents/10180/9592730/Procedura%20utilizare%20comunicare%20electronica
APPLICABLE SSC	Online application for portable document A1 (https://www.cnpp.ro/depunere-cereri-si-documente ; not available in EN)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Employers and/or natural persons applying for the issuance of PD A1 for workers posted within the EU, can submit their application online at https://www.cnpp.ro/depunere-cereri-si-documente (without creating an account), or by creating an account at https://www.cnpp.ro/solicitare-acces-online .	No	No	More information available in RO at: https://www.cnpp.ro/documents/10180/9592730/Procedura%20utilizare%20comunicare%20electronica

Slovakia

Overall evaluation of advanced status up to date

An observed phenomenon with portals and websites is that almost all of them offer a "basic version" of the website in English, but the problem is that often this English version does not provide the same available content as the same section of the website in the Slovak language. This means that the offer and availability of e-services is also reduced if the English version is used.

Table 27. Slovakia

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	slovensko.sk	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The central portal slovensko.sk provides basic information on the obligation to be insured in case of temporary and permanent residence in the Slovak Republic. It is also possible to communicate with health insurance companies via this slovensko.sk portal.	An electronic mailbox is established for those who are in the legal capacity of a public authority, legal entity, natural person, natural person of a sub-entity, registered organisational unit and other entities, if so provided for in Act No. 305/2013 on e-Government. The established electronic mailbox is then activated with the ID card with electronic chip, after clicking "activate".	The services on the central portal slovensko.sk automatically check the correctness of the completed form and in the event of an error in the submission will point out such an error.	Citizens of the Slovak Republic will automatically receive an electronic mailbox when they reach the age of 18. The electronic mailbox for natural persons - sole traders and legal entities shall be established continuously from 31 January 2014 following the registration of the entity in the relevant register. In order to successfully log in to the portal and access the electronic mailbox, it is necessary to have an ID card with an electronic chip (eID card). The ID card must have the online eID function activated, i.e. you must have defined a personal security code (BOK) for it. It is also necessary to own a card reader and have the relevant software installed.
		DELIVER A PORTABLE DOCUMENT	ONLINE						
APPLICABLE SSC	Ministry of labour, social affairs and family of Slovak republic	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	On the website of the Ministry of Labour, the user can find up-to-date information on all the benefits and support provided by the Ministry in the fields of 1) labour and employment, 2) family and social assistance, 3) social insurance and pension system. On the Ministry's website, the user can find out whom to contact, in which specific situation, what documents she/he has to provide and also calculate in advance the approximate amount of the allowance/ support to which she/he is entitled. Subsequently, the user can also apply for a specific contribution electronically, via slovensko.sk, where she/he can search for a specific public authority and send it a form.			1) In the field of labour and employment, the Ministry of Labour provides the following services: employment support - assistance to citizens, assistance to employers, assistance in finding a job, the possibility of filing a complaint with the National Labour Inspectorate. 2) In the field of family and social labour assistance, the Ministry of Labour provides the following services: support for families with children, parental allowance, child benefit, assistance in material need, subsistence minimum, social protection and social guardianship, severe disability. 3) In the field of social insurance and pension system, the Ministry provides the following information on: compulsory pension insurance, old-age pension saving, guarantee insurance, sickness insurance, accident insurance, unemployment insurance and supplementary savings.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	elektronická zdravotná knižka EZK (electronic health record)	PROVIDE A BENEFIT OBTAIN A BENEFIT EXCHANGE INFORMATION REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE ONLINE ONLINE ONLINE	IN USE	2) INSTITUTIONS AND USERS	Patients can access their health records in the electronic health record at any time. The patient accesses the electronic health record through the National Health Portal. Access is conditional on having an ID card with an electronic chip (eID) that has an activated electronic signature. Access by a health professional is defined by law.			Electronic health record is part of the eHealth portal which provides a number of electronic services.
SICKNESS BENEFITS IN KIND	ePN (electronic certificate of temporary incapacity for work)	DELIVER A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The ePN is a service that provides confirmation of temporary incapacity for work. It is a joint project of the National Health Information Centre and the Social Insurance Agency, which addresses the replacement of the 5-part paper temporary incapacity for work forms from the visit to the doctor to the payment of income compensation by the employer and social benefits by the Social Insurance Agency.			ePN is part of the eHealth portal which provides a number of electronic services.
FAMILY BENEFITS	eNarodenie (eBirth)	DELIVER A PORTABLE DOCUMENT OBTAIN A BENEFIT	ONLINE ONLINE	IN USE	2) INSTITUTIONS AND USERS	Services relating to the life situation of the birth of a child bring simplification for the parents of the child and also for doctors, the computerisation of birth reporting, the registration of the certificate for the childbirth allowance via eHealth and the reporting of agreements for the provision of general health care to newborns.			eNarodenie is part of the eHealth portal which provides a number of electronic services.
SICKNESS BENEFITS IN KIND	eVyšetrenie (eExamination)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The doctor creates an electronic record (as before) in her/his information system after/ during the examination of the patient. The moment the record is signed by the health professional via the electronic health record card, the record becomes part of the eHealth system and does not need to be printed by the doctor in agreement with the patient. Creating an electronic record of an examination largely replaces the patient's paper medical record.			eVyšetrenie is part of the eHealth portal which provides a number of electronic services.

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	eRecept (ePrescription)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Electronic prescribing and dispensing of medicines, medical devices or dietetic foods contributes to effective and efficient patient treatment and to improving patient safety. It allows the checking of drug interactions already at the time of prescription, while avoiding duplications. ePrescription is the equivalent of a paper prescription, replacing the traditional stamp and signature with an electronic health professional card (eHealthcare professional card).			eRecept is part of the eHealth portal which provides a number of electronic services.
SICKNESS BENEFITS IN KIND	eOčkovanie (eVaccination)	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	A service that, as part of the digitalisation of healthcare, allows a doctor to register a patient's vaccinations electronically. It allows the patient to consult her/his records via the electronic health record book and to look up vaccinations that have been entered electronically by the doctor. The electronic record of vaccinations currently serves as one of the sources of information for the creation of the Digital COVID card, which is valid throughout the EU.			eOčkovanie is part of the eHealth portal which provides a number of electronic services.
		OBTAIN A PORTABLE DOCUMENT	ONLINE						
APPLICABLE SSC	eSlužby (eServices)	OBTAIN A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The Social Insurance Agency is a public institution in charge of health insurance and pension insurance, as well as employer's liability insurance in case of occupational accident and occupational disease - accident insurance. The electronic insured person's account (EUP) provides the client of the Social Insurance Agency with a broad overview of her/his social insurance, allowing him/her to obtain and monitor important information without visiting a branch or making paper applications. The client can thus keep himself informed about his social insurance. After logging in with an ID card with an electronic chip, the Social Insurance Agency allows the user to submit several forms through the Social Insurance Agency's electronic forms portal (PD A1 form - when posting employees, application for pregnancy allowance, application for sickness allowance during quarantine/isolation, application for pandemic treatment of a family member...).			eFormuláre (eForms)

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	eObjednanie (eAppointment)	REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The National Health Portal allows you to electronically make an appointment with a doctor during additional office hours for a specific appointment, create a request for an appointment during office hours. Appointments can be made in practices that have activated the service and use a certified healthcare provider information system. An order can be created directly via the National Health Portal/e-ordering via the outpatient clinic calendar.			
SICKNESS BENEFITS IN KIND	Portál podnetov (Suggestions portal)	ASSESS RISK EXCHANGE INFORMATION	ONLINE ONLINE	IN USE	2) INSTITUTIONS AND USERS	A person dissatisfied with the behaviour or attitude of health care professionals may address her/his complaint to an employee of an inpatient health care facility or to an employee of a health care facility providing outpatient health care on the portal of the Health Care Supervisory Authority.			
FAMILY BENEFITS	Ústredie práce, sociálnych vecí a rodiny	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	The website of the Central Office of Labour, Social Affairs and Family has a chatbot - called Your Assistant, which can answer and advise on various problems of employees and employers, citizens with disabilities or in social matters.		Chatbot - Your Assistant	
SICKNESS BENEFITS IN KIND	Online pobočka + aplikácia Union zdravotná poisťovňa (Online branch + app)	OBTAIN A PORTABLE DOCUMENT OBTAIN A BENEFIT	ONLINE ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Union Health Insurance Company provides an online branch - a free service that allows users to communicate with the insurance company. Through the online branch, the insured person can apply for benefits, request various documents or proofs, find a healthcare provider, consult the results of the annual settlement and view details of the public health insurance.	The app automatically notifies the user of the need for a general checkup and other important notifications.		
SICKNESS BENEFITS IN KIND	E-pobočka + aplikácia Dóvera zdravotná poisťovňa (E-branch + app)	OBTAIN A PORTABLE DOCUMENT OBTAIN A BENEFIT	ONLINE ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The health insurance company Dóvera provides the service of the electronic branch and the mobile application "Trust". The mobile application allows the user (also the employer, health care provider) to consult the necessary data, submit an application form, request an affidavit or apply for a contribution, find out about preventive check-ups, be reminded of the necessary preventive check-ups and make premium payments.	The app automatically notifies the user of the need for a general checkup and other important notifications.		

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	ePobočka + aplikácia Všeobecná zdravotná poisťovňa (eBranch + app)	OBTAIN A PORTABLE DOCUMENT OBTAIN A BENEFIT	ONLINE ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	The health insurance company Všeobecná zdravotná poisťovňa offers services like ePobočka (eBranch) and app for mobile phones. Peňaženka zdravia (Health Wallet) is a benefit product of the Všeobecná zdravotná poisťovňa for both loyal and new policyholders. It is intended for families, groups of good friends, as well as individuals. The benefit program is part of the insurance company's mobile app and ePharmacy. The Health Wallet allows the insured to view the history of medical visits, alerts the insured to the need for preventive check-ups, displays the insured's ID card and allows to apply for the benefit.	The app automatically notifies the user of the need for a general checkup and other important notifications.	Chatbot called Zina.	

Slovenia

Overall evaluation of advanced status up to date

Most of the listed e-tools are used in an national context only. All social insurance carriers as well as the Ministry for Labour, Family, Social Affairs and Equal Opportunities and the Ministry for Public Administration are members of the EESSI project.

Table 28. Slovenia

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN KIND	https://zavarovanec.zzs.si/e-storitve-zzs/ , https://spot.gov.si/sl/ , https://ezdrav.si/	OBTAIN A BENEFIT PROVIDE A BENEFIT REPORT/DETECT RELEVANT CHANGES IN PERSONAL CIRCUMSTANCES EXCHANGE INFORMATION OBTAIN A PORTABLE DOCUMENT VERIFY A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	E-Services of the Health Insurance Institute of Slovenia (HIIS) enable: (i) online verification of insurance status, (ii) online verification of PD A1 (information between competent institutions shared via EESI), (iii) online insurance card order, (iv) online EHIC order, (v) online verification of other information, (vi) other online requests, e.g. cost compensation, cross-border provision of health services. Governmental e-services (SPOT) enable: (i) online insurance, (ii) change of insurance information, (iii) online amendments to PD A1, etc. In addition, a temporary replacement of EHIC can also be obtained digitally.	N/A	N/A	E-zdravje allows patients (compulsorily insured persons) to overview and manage appointments, oversee vaccinations, etc. HIIS also uses an internal information system to communicate with health service providers.
SICKNESS BENEFITS IN CASH	https://spot.gov.si/sl/	PROVIDE A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Governmental e-services (SPOT) enable online cost compensation claims by employers against the HIIS (first 30 days of sickness cash benefit is covered by the employer).	N/A	N/A	N/A
ACCIDENTS AT WORK BENEFITS	https://spot.gov.si/sl/	EXCHANGE INFORMATION	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Governmental e-services (SPOT) enable online reports on occupational injuries made by employers.	N/A	N/A	N/A
OLD-AGE PENSION BENEFITS	https://www.zpiz.si/content2019/vstop-ezpiz		ONLINE ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	All claims against the Pension and Disability Insurance Institute of Slovenia (PDIIS) may be filed in electronic form, using e-ZPIZ. They are available in several languages and include not only benefit claims but also claims for insurance record verification, tax information, etc.	Automated use of data (e.g. income, age) and calculation of benefits, insurance records, etc.	Automated use of data (e.g. income, age) and calculation of benefits, insurance records, etc.	E-ZPIZ also provides users with an online pension calculator, predicting the amount of pension benefits on grounds of current income, age, legislative conditions, etc.
MATERNITY & PATERNITY BENEFITS	https://e-uprava.gov.si/si/podrocja/druzina-otroci-zakonska-zveza.html	PROVIDE A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Governmental e-services (gov.si) enable electronic requests for different types of maternity and paternity benefits (e.g. paid maternal leave). Same applies to social assistance benefits which are excluded from this survey.	N/A	N/A	N/A

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	https://e-uprava.gov.si/si/podrocja/druzina-otroci-zakonska-zveza.html	PROVIDE A BENEFIT	ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Governmental e-services (gov.si) enable electronic requests for different types of family benefits (e.g. child allowances). Same applies to social assistance benefits which are excluded from this survey.	N/A	N/A	N/A
UNEMPLOYMENT BENEFITS	https://www.poisaidelo.si	EXCHANGE INFORMATION OBTAIN A BENEFIT	ONLINE ELECTRONIC	IN USE	2) INSTITUTIONS AND USERS	Unemployed persons may register as jobseekers online.	N/A	N/A	FROM THE EU SURVEY: The Employment Service of Slovenia has published forms for jobseekers on its website: Application for the issuance of a U1 form confirming periods of insurance and employment completed in Slovenia and Application for an U1 form to confirm periods of insurance and employment completed in another EU country. Both applications are published in different language versions. They are available on the PoiščiDelo.si portal and can be completed and submitted electronically. Submission is also possible without a digital certificate. Before using the portal for the first time, it is necessary to register. Forms that are not available on the portal can be downloaded and printed by customers from our website.

Spain

Overall evaluation of advanced status up to date

The overall digital accessibility of the Spanish social security is quite extensive. However, for most of the social security services in Spain, what is asked for is being registered in cl@ve, an electronic access by citizens to public services, for which you need an Spanish ID or Foreigner Identity Number. The national institute of social security has a chatbot, called ISSA, but it is only available in Spanish. General information is available in English and French but this does not apply to all the content of the website.

Table 29. Spain

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
FAMILY BENEFITS	Widowhood pension. Community Regulations and Bilateral Agreements	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Through this service, citizens can apply online for widowhood benefits covered by EU Regulations or a bilateral agreement.	No	No	The website is available in English and French.
FAMILY BENEFITS	Orphanhood pension. Community Regulations and Bilateral Agreements	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Through this service, citizens can apply online for orphanhood benefits covered by EU Regulations or a bilateral agreement.	No	No	The website is available in English and French.
FAMILY BENEFITS	Benefit for family members under Community Regulations and Bilateral Agreements	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Through this service, citizens can apply for retirement benefits, included within the scope of EU Regulations or a bilateral agreement, via the electronic register.	No	No	The website is available in English and French.
OCCUPATIONAL DISEASES	Permanent Disability Benefit under Community Regulations and Bilateral Agreements	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Citizens can apply for permanent disability benefits, included within the scope of EU Regulations or a bilateral agreement, via the electronic register.	No	No	The website is available in English and French.
OLD-AGE PENSION BENEFITS	Retirement Pension. Community Regulations and Bilateral Agreements	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Through this service, citizens can apply for for retirement benefits, included within the scope of EU Regulations or a bilateral agreement, via the electronic register. The website is available in English and French.	No	No	FROM THE EU SURVEY: Pensioners must send a life certificate during the first quarter of every year. Life certificates can be issued by Spanish Consulates abroad and Labor, Migration and Social Security Offices of Spanish Embassies abroad. This procedure applies when pensioners reside both in other Member States or in a third country. Pensioners resident in a Member State (+ UK or Switzerland) may also present the certificate provided for in the legislation of the state of residence issued by the competent institution. They can use the ViveSS mobile phone app.

Sweden

Overall evaluation of advanced status up to date

FROM THE EU SURVEY: It is understood that a person with a Swedish eID can use the e-services available regardless of where she/he lives, however whether this account has not been activated, it is not possible to access through eIDAS to all services.

Table 30. Sweden

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
SICKNESS BENEFITS IN CASH	Mina sidor (Försäkringskassan). https://www.forsakringskassan.se/privatperson/logga-in-pa-mina-sidor/#?goto=%2Fprivatperson%2Fmina-sidor%2Fall-a-e-tjanster%2Fansok-om-sjukpenning	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Identification via BankID or Foreign eID (more limited services). List of countries eID is accepted: Belgium, Denmark, Estonia, Italia, Croatia, Latvia, Liechtenstein, Lithuania, Luxembuerg, Malta, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Check Republic, Germany Austria.			
		PROVIDE A BENEFIT	ONLINE						
SICKNESS BENEFITS IN CASH	Healthcare - 1177 service https://intyg.1177.se/	DELIVER A PORTABLE DOCUMENT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Medical certificate can be sent about illness or injury through the service digitally. Requires BankID, Freja+ or foreign eID.			
		VERIFY A PORTABLE DOCUMENT	ONLINE						
UNEMPLOYMENT BENEFITS	Arbetsförmedling https://arbetsformedlingen.se/other-languages/english-engelska/unemployed---what-happens-now/register	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Registration as unemployed using eID. If you do not have an eID, it is possible to prepare materials from the internet and visit AF in person to be registered as jobseeker (unemployed).	FROM THE EU SURVEY: Partially it is automated, when users receive an automated answer (see column J).		FROM EU SURVEY: Three different competent institutions are in Sweden involved in unemployment benefits. The Swedish Public Employment Service is competent to issue PD U3 and to receive PD U2. The Swedish unemployment insurance inspectorate is competent to issue PD U2. The Swedish unemployment funds are competent to issue PD U1 and receive PD U3. Therefore, we have clarified our answers below. After identification and registration with the Swedish Public Employment Service, a citizen can submit the U2 form via personal visit or e-mail to an e-mail address managed by dedicated employment officers who work with the assignment. Citizens are provided with an automatic acknowledgement of receipt. This is not possible with U1 or U3.
		ASSESS RISK							
		DELIVER A PORTABLE DOCUMENT	ONLINE						
MATERNITY & PATERNITY BENEFITS	https://www.forsakringskassan.se/privatperson/foralder/annal-foraldrapenning/	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Identification requires swedish eID.			
		OBTAIN A PORTABLE DOCUMENT							

A. Cross border digital services in the area of	B. Name and hyperlink (if any)	C. Main objective(s) (choose one or multiple)	D. Type (choose one or multiple)	E. Status (choose one)	F. Facilitate interaction between	G. Description of the tool	H. If this service uses automated process, exemplify which kind	I. If this service use robotised process, exemplify which kind	J. Further comments on this service
OLD-AGE PENSION BENEFITS		OBTAIN A BENEFIT OBTAIN A PORTABLE DOCUMENT	ONLINE ONLINE	IN USE	2) INSTITUTIONS AND USERS	Identification - same system as above: eID, Freja+ or foreign eID.			FROM EU SURVEY: Swedish Pensions Agency can access European online request system of Deutsche Rentenversicherung (EOA). It concerns access to certain information, not a database. Sweden exchanges life certificates electronically with countries where there is a sizeable population of Swedish pensioners. Anyone who cannot be identified by the electronic exchange that takes place with the following countries Denmark, Finland, Iceland, Norway, Germany, Poland, Spain (and USA), receives a reminder by post yearly. Persons with a Swedish e-ID can also approve their life certificate by logging on to My Pages at the Swedish Pensions Agency. Otherwise, the person will need to submit their life certificate to the Swedish Pensions Agency, either by attaching a stamped and signed life certificate digitally on the web or sending it by post. The following authorities and institutions can sign and stamp the life certificate. Outside of Sweden the Swedish Embassy the Swedish Consulate the Church of Sweden a social insurance institution a notary public a police authority a population registration authority. The same procedure applies to third country residents.
FAMILY BENEFITS	Child allowance change https://www.forsakringskassan.se/foreign/you-can-not-use-this-service-with-foreign-eid	OBTAIN A BENEFIT	ONLINE	IN USE	2) INSTITUTIONS AND USERS	Identification requires Swedish eID.			
OCCUPATIONAL DISEASES	Register occupational accident https://anmalarbetsskada.se	OBTAIN A BENEFIT PROVIDE A BENEFIT EXCHANGE INFORMATION	ONLINE ONLINE ONLINE	IN USE	2) INSTITUTIONS AND USERS	Used for reporting occupational accidents, diseases.			