

ICT IN THE FINNISH SOCIAL SECURITY ADMINISTRATION

**Efficient and Effective ICT Strategies to Support Pension
Administration**

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Administration

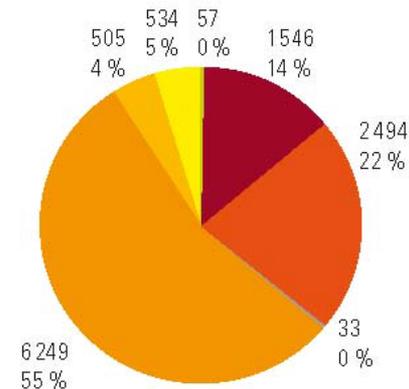
- Kela is an institution under public law that operates under the oversight of the Finnish Parliament.
- Its administration and operations are overseen by 12 Trustees selected by Parliament and by 8 Auditors selected by the Trustees.
- Responsibility for the management and development of Kela's operations is assigned to a 10-member Board selected by the Trustees to serve a three-year term.

From maternity grants to pensions

- **Moving to/from Finland**
- **Home and family**
 - Families with children
 - Assistance with housing costs
- **Health**
 - Sickness
 - Rehabilitation
 - Occupational health
 - Disability
- **Work and education**
 - School transport subsidy
 - Financial aid for students
 - Conscripts
 - Training and activation measures for unemployed
 - Unemployment security
- **Retirement**
 - Pensions
 - Benefits for surviving family members

Financing of Kela's operations

- Kela's operations are financed with statutory contributions from the insured and from employers and with financing from the public sector.
- Kela's strategic goal is to create a systematic and sustainable basis for the financing and to assure liquidity. Funded assets are invested with diversity and spread in mind.

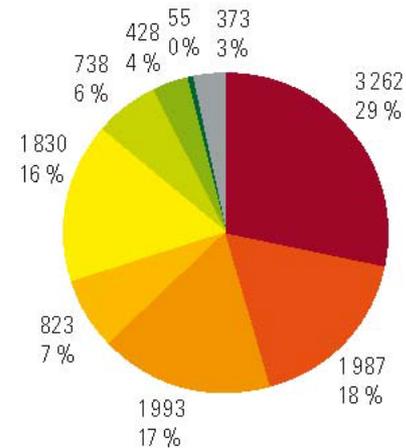


Income and guarantee payment in total:
€11,418 million

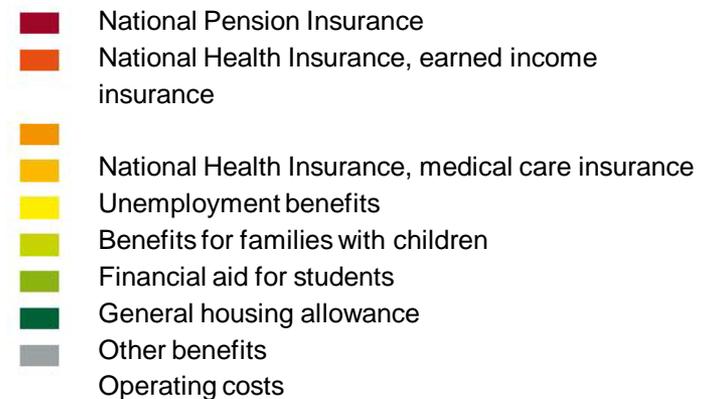
- Contributions from the insured towards daily allowances and medical care
- Contributions from employers towards National Pension and Health Insurance
- Unemployment insurance contributions from employees
- State contributions towards benefit expenditure
- State guarantee payment into the National Pension Insurance fund
- Contributions from municipalities
- Other income

Expenditure

- Total annual expenditure is around €11 billion, of which €10 billion (nearly €2,000 per inhabitant) goes towards benefits.
- Operating costs account for about 3% of the total expenditure. About 59% of the expenditure is covered by State funding, 36% by contribution revenue and 5% by payments by municipalities.



Total expenditure €11 billion



Providing top-rated customer service

- We seek to offer our customers close and convenient **access to services through multiple channels**



Kela 2008

We offer customer service through multiple channels and guide customers towards the channel that best suits their and our requirements. Our service channels are:



Mail

How to contact Kela by mail



Phone

How to contact Kela by phone



Office visit

When it makes sense to visit a Kela office personally



Online services

What services are available on your home computer or on a customer terminal



Single-window government services

What services are available

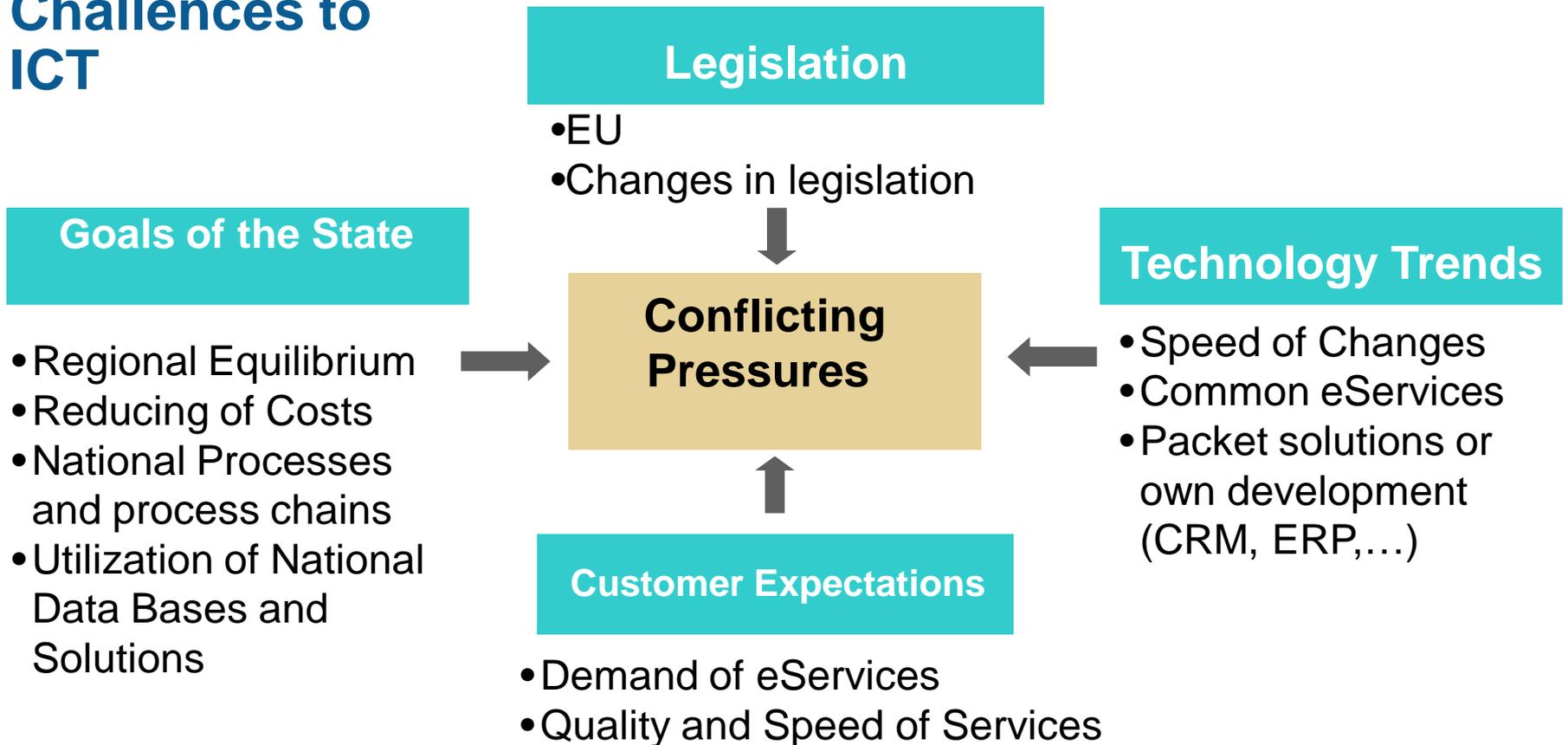


On-the-spot reimbursements

How to get reimbursed at the pharmacy or the medical clinic



Challenges to ICT



- *More and more with less and less*
- *Anticipation of Functional Changes, Shorter and Shorter Time to Delivery*

eKela – what?

- Components
 - Comprehensiveness
 - Multi-channelled approach
 - Networking
 - Process automation and integration
 - Cooperation
 - National and international level
- Objectives
 - Services to person customers
 - Services to organization customers
 - Internal processes
 - Services, tools, methods...
 - Process chains

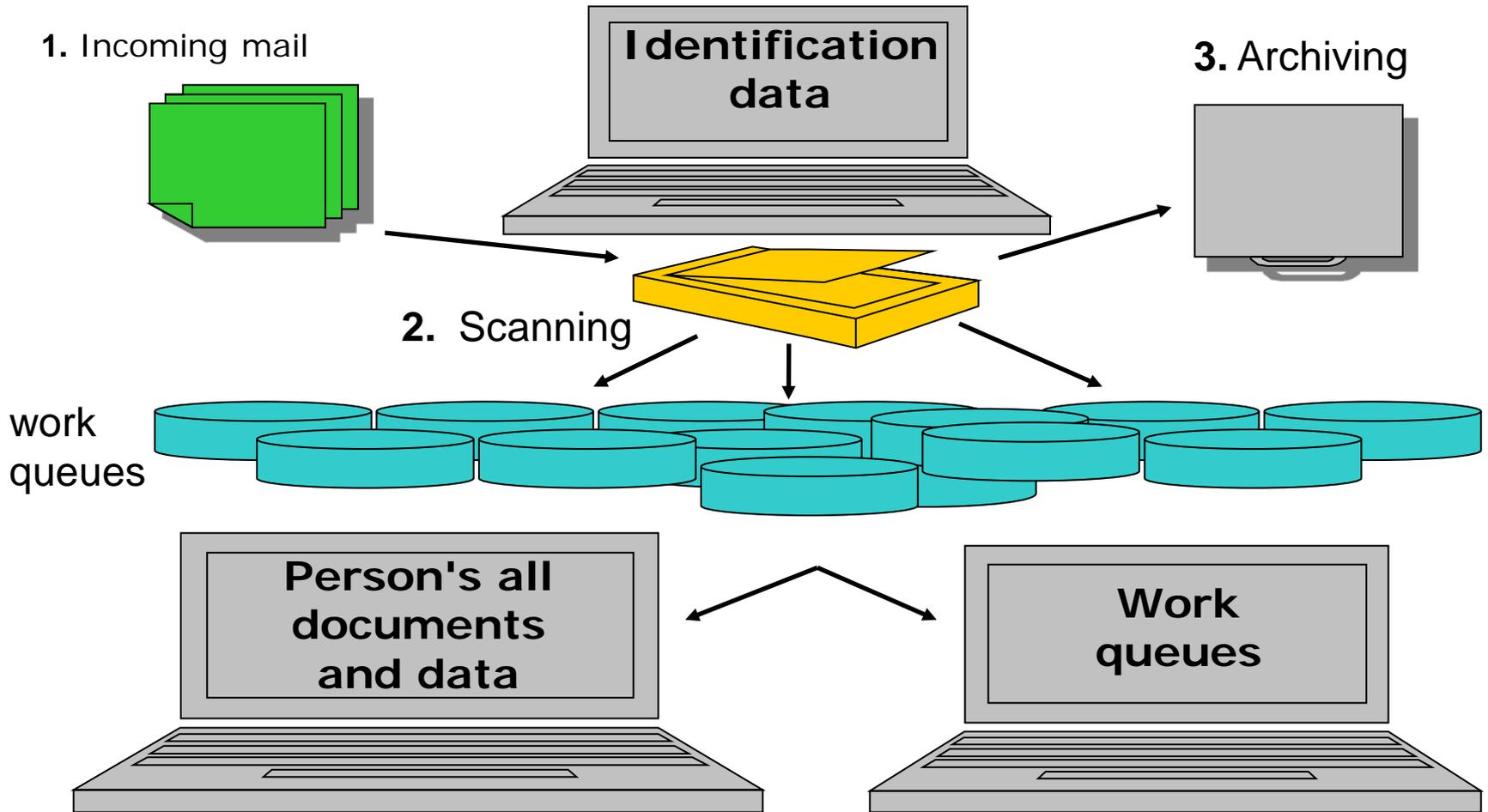
eKela – how?

- Electronic document management
- Centralized and shared databases
- Intercommunication between databases
- Electronic identification/authentication
- Integration and uniform interface of benefit data systems
- ... and more to come

eKela – why?

- Convenience to customers
- Facilitating Customer Service
- Improving Customer Service
- Simplifying Processes
- Developing Benefit processing
- Improving Kela-image

SAHA - ELECTRONIC DOCUMENT MANAGEMENT SYSTEM



4a. Whole client history and current benefit cases available at one instance

4b. Applications are processed

Net Services Since 2004

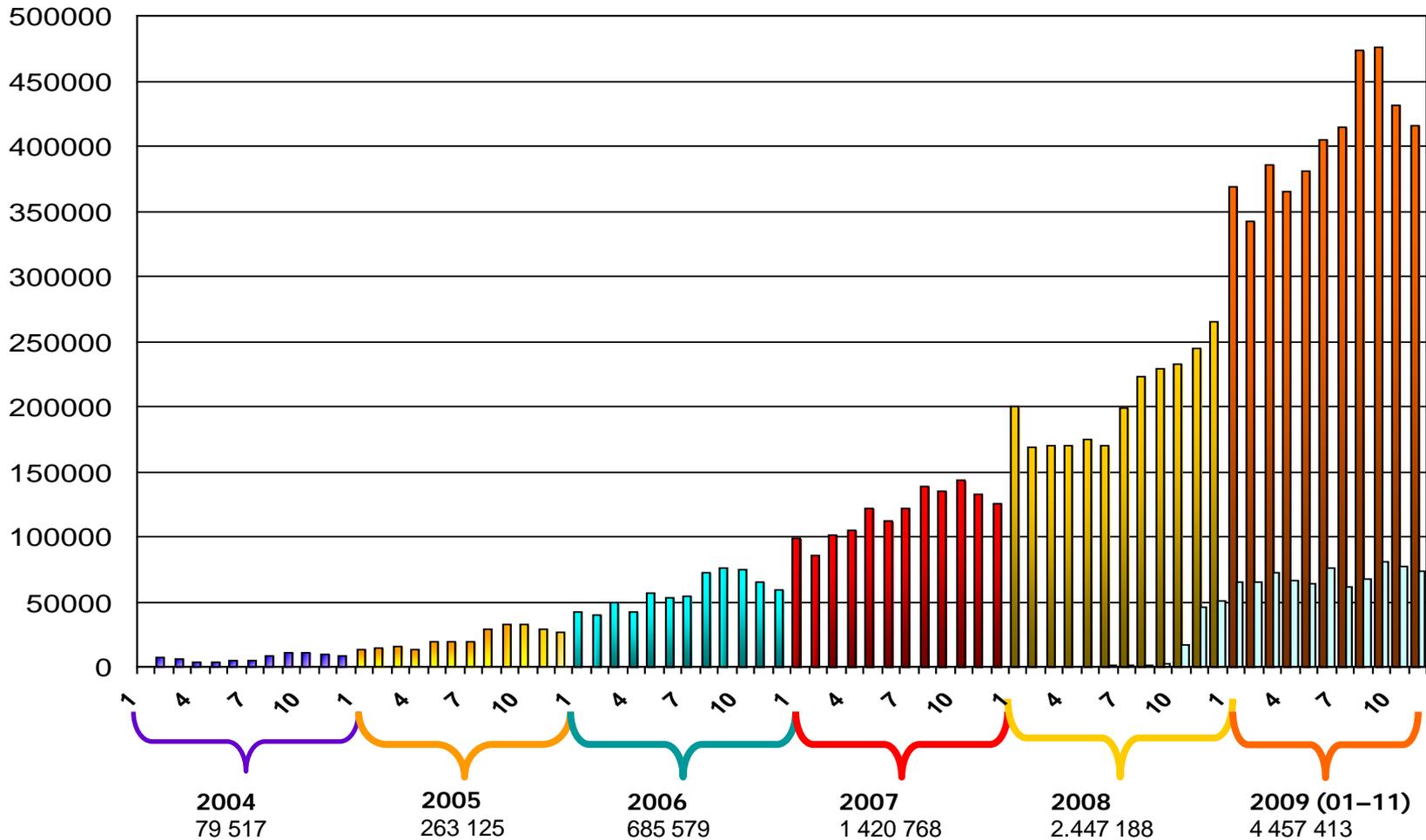
- In January 2010 Net Services in use:
 - More than 20 queries
 - 11 Calculations
 - More than 20 Benefit Applications
 - 2 Self Service Transactions
 - 2 Applications for Employers
 - Cooperation with Municipalities and other State Agencies
- The Queries and Calculations for the most important Benefits are ready. Application transactions will mostly be ready in 2010.
- After 2012 the Net Services will be integrated to the normal Architecture of the Benefit Systems.

eKela - eServices

- Information (www.kela.fi)
- Calculations
- Queries
- Applying benefits
- Self-Service

- Other

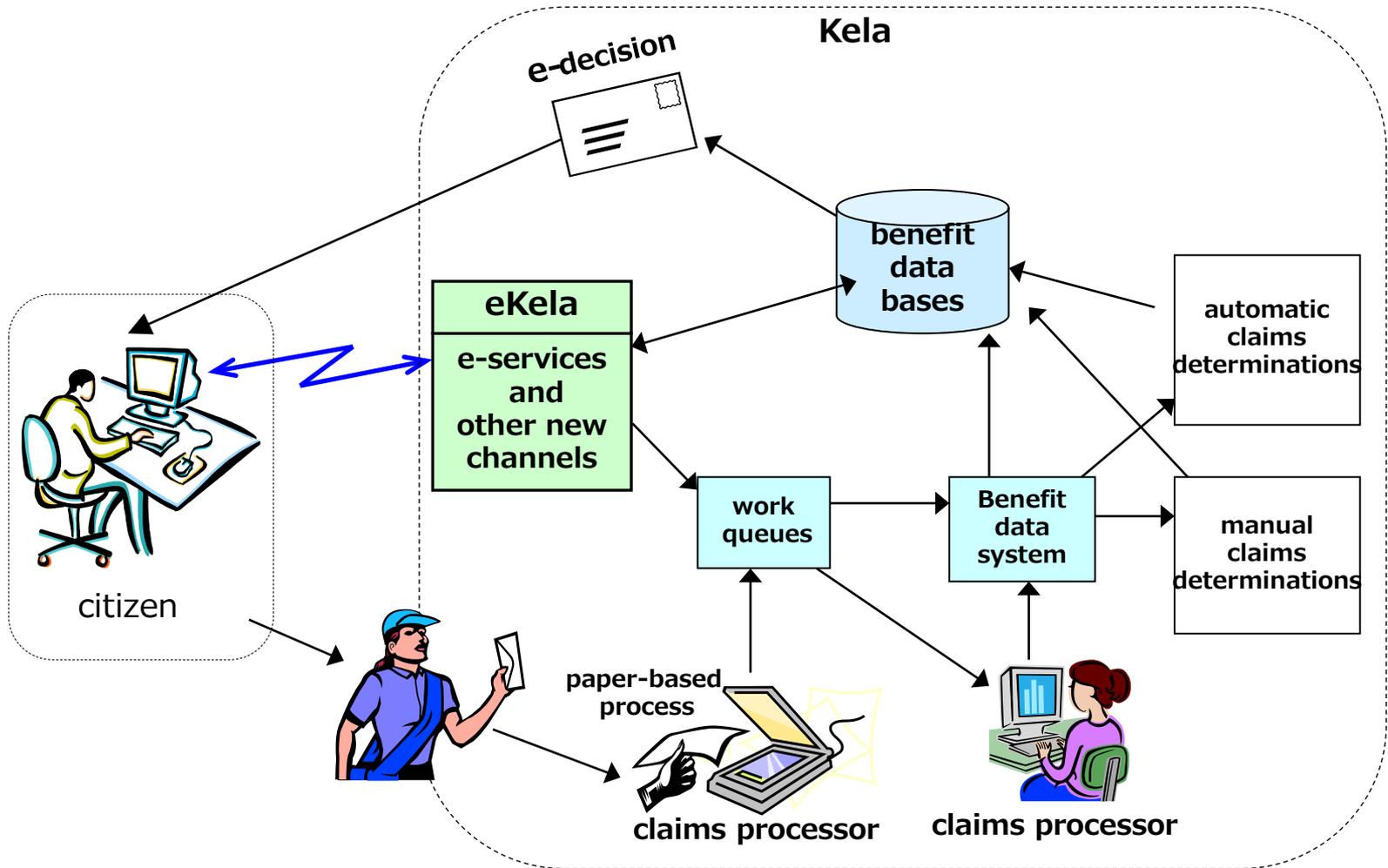
Authentications using the tunnistus.fi service



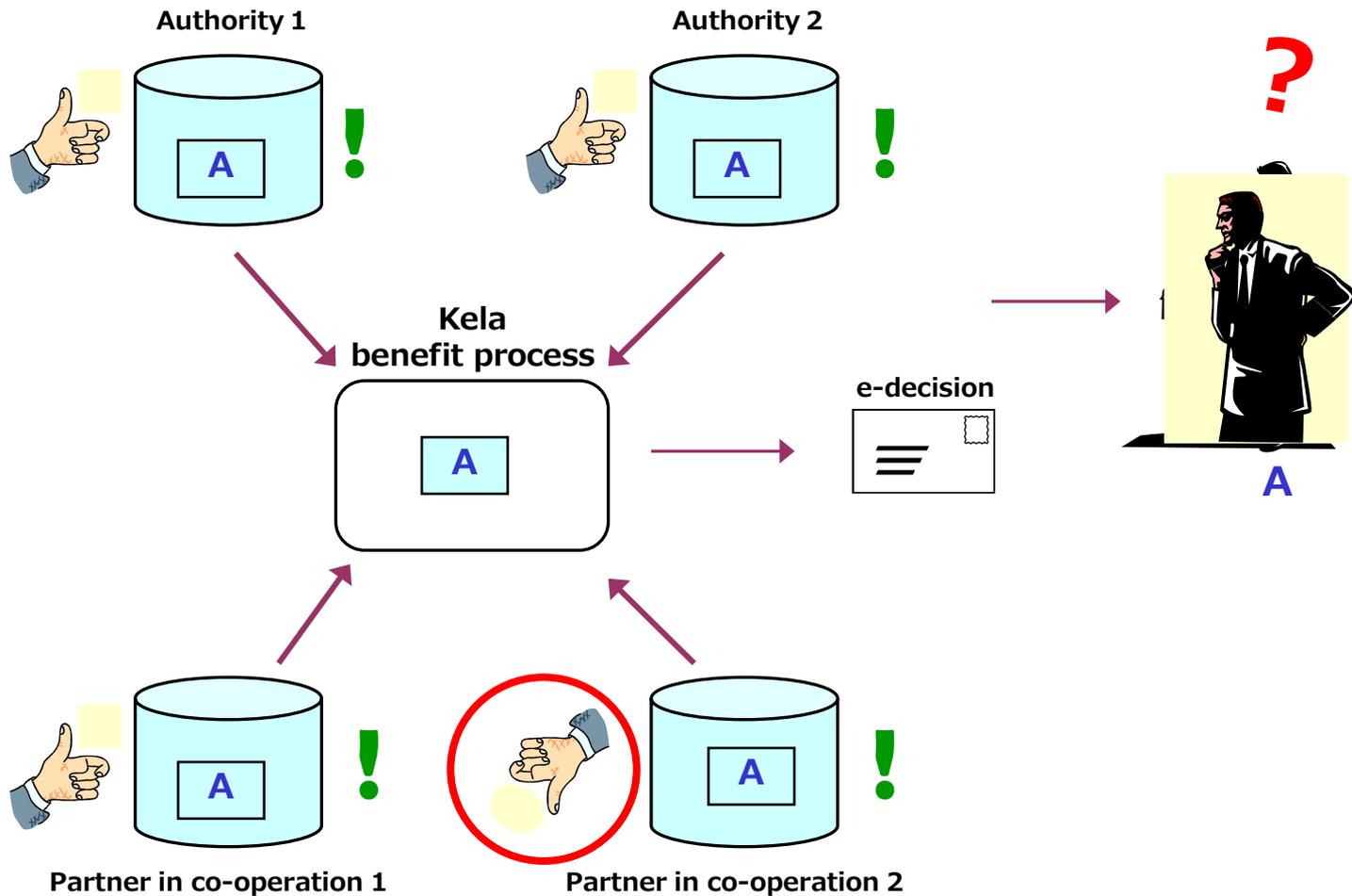
Challenges of eKela

- Multi-channel Services
- Cooperation with External Partners
- Attachments of benefit applications
- Automated vs. individual service?
- Data security
- Communication with the Customer
- Change of Technology; new technology
- Lack of ready components
- Support services
- Communications
- Resources

eKela – Process integration



eKela – Third wave?



An Indicator in Kela's Performance Scorecard

- Share of Web Service applications (%)
(for continuing benefits)

Target 2008 = 2,0

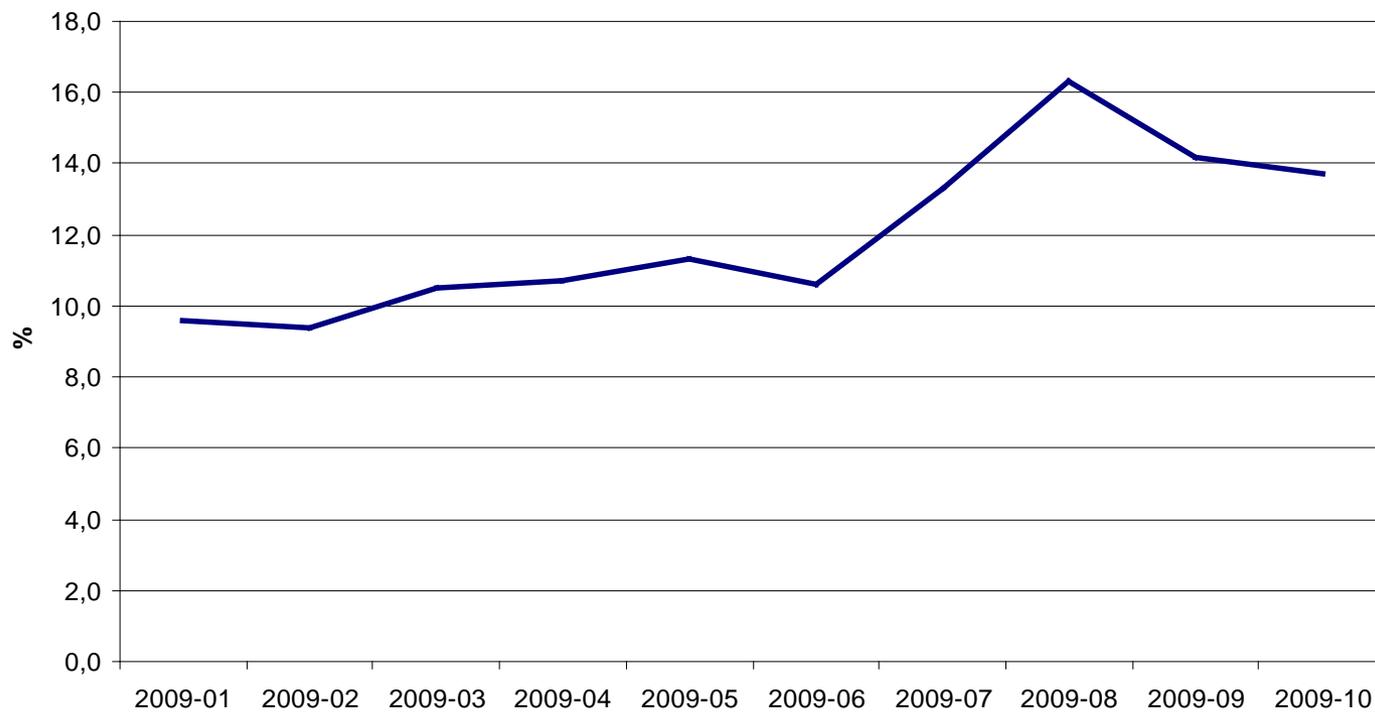
Target 2009 = 2,0
10,4

Result = 4,2

Result 1-6/2009 =

(October 2009 > 13 %)

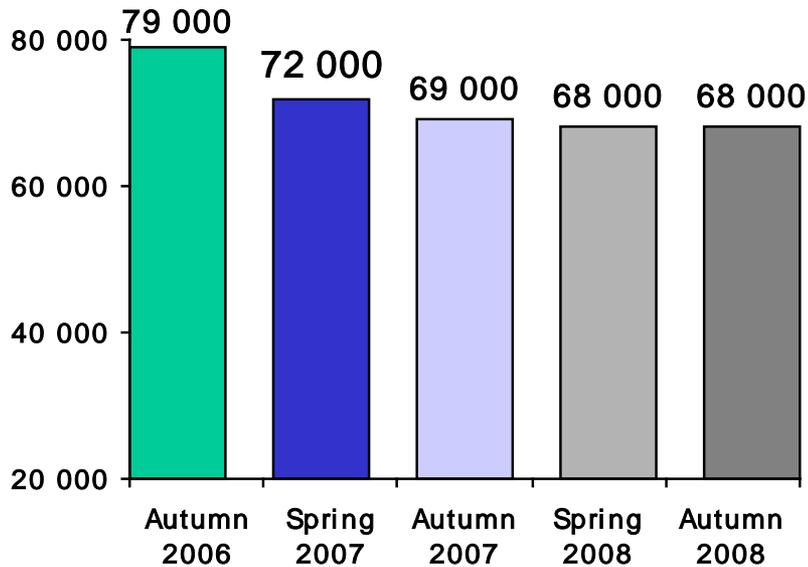
Share of Web Service applications (%) 01/2009 – 10/2009 (all benefits)



Office visits decrease while online contacts increase

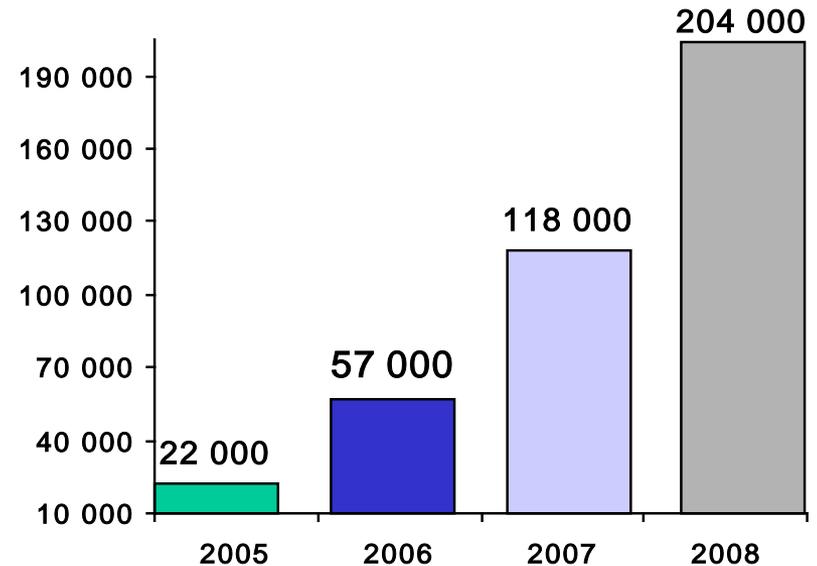
Sample conducted in Kela local offices

No. of customers per week

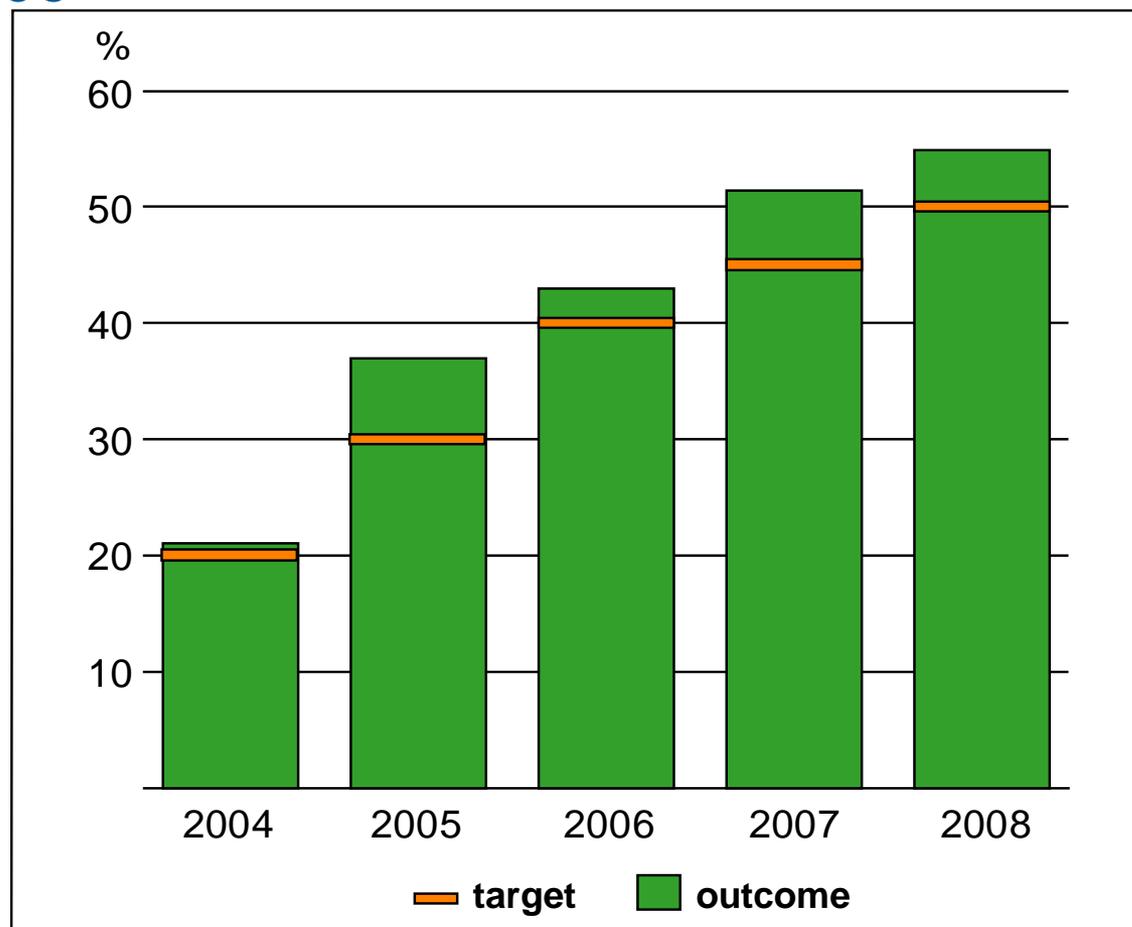


Number of authenticated customer service transactions online

No. of transactions per month (on average)



Reimbursements provided at the point of service delivery as a percentage of all reimbursements, 2008-2009



(In 2002: 2.8%; in 2003: 11.9%)



Kela – The Social Insurance Institution of Finland
Provider of social security benefits for all residents of Finland

- ▶ **Families**
Benefits for families with children
- ▶ **Students**
Financial aid and other assistance for students
- ▶ **Unemployment**
Labour Market Subsidy, Basic Unemployment Allowance, Training Subsidy
- ▶ **Pensions**
Retirement benefits available from Kela and other benefits for pensioners
- ▶ **Conscripts**
Benefits for persons performing military or non-military service and their dependants
- ▶ **Housing benefits**
General Housing Allowance and other forms of assistance
- ▶ **Sickness**
Reimbursements for medical and pharmaceutical expenses, Sickness Allowance, occupational health care
- ▶ **Disability**
Disability Allowance, Care Allowance for Pensioners
- ▶ **Rehabilitation**
Individual and group rehabilitation, Rehabilitation Allowance
- ▶ **Survivor benefits**
Pensions for surviving spouses and children
- ▶ **Moving to or from Finland**
Your social security rights when moving to or from Finland
- ▶ **Kela card**
Kela card, European Health Insurance Card

Forms and eServices

View, complete and print out applications
→ [Application forms](#)

What's new

[Kela's magazine now provides information about social security also in English](#)
The new Elämässä – Mitt i allt magazine has Finnish, Swedish and English pages.

[Maintenance allowances for children now available from Kela](#)

The award and payment of Child Maintenance Allowances was transferred from the municipal government to Kela at the beginning of April.

[Archive](#)

Research and statistics

Kela participates actively in the development of the Finnish welfare society. Click below to visit our research and statistics pages.
[Research](#)
[Statistics](#)

Quick links

[Contact information for Kela offices](#)
[Medicinal Products Database](#)
[Information about influenza A \(H1N1\) virus](#)

Maternity package 2009



Thank You!

Questions?

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