

ASSA Recognition Award

CATEGORY	: Customer Service Recognition Award
ORGANISATION	: Social Security Office, Thailand
CONTACT PERSON	: Mr. Tanit Loipimai, Head of International Affairs Section
NAME OF PROJECT	: The key services in response to COVID-19 impact
OBJECTIVE AND NATURE OF PROJECT	: To provide essential services for insured persons through various activities and programmes in response to the COVID-19 pandemic.
WHY IT SHOULD BE RECOGNISED	: Social security benefits are very crucial but not the only tools required to deal with the consequences of COVID-19. Services supporting insured persons to access to assistance also take prominent roles in the circumstance. Not limited to providing social security benefits according to the laws, the SSO launched a variety of proactive services reaching more to insured persons with the aim to help them better live in the time of the pandemic and restart their lives after the crisis. The services include COVID-19 testing, hospitels, vaccination, providing important information and loan programme. All these services have become integral part of national initiatives in responding to the impact of the pandemic.
SUMMARY OF THE PROJECT	: To respond to the needs of insured persons during the COVID-19 impact, the SSO provides several services; 1. COVID-19 Testing Programme The COVID-19 Testing Programme was provided to insured persons in 2 aspects; - For the insured persons who worked at enterprises having high risk of covid-19, the SSO has provided random test by RT-PCR tests and rapid tests. More than 100,000 insured persons received COVID-19 test through this programme. - For the insured persons who have been in close contact with COVID-19 patients or those who have high risk of COVID-19, they were able to register for the COVID-19 Testing Programme. There were over 200,000 insured persons who have been registered to this programme.

2. Providing hospital for insured persons who tested positive for COVID-19.

The SSO provides hospital for the insured persons who have tested positive for COVID-19 and without symptoms and complications. The hospitals' capacity is over 14,000 beds in total.

3. Vaccination programme

The SSO has started providing vaccines to insured persons in June 2021. Employers must register for their employees who are willing to take part in the SSO's vaccination programme. Once the registration has been confirmed, the insured person will be informed about the date and location of the vaccination. In the first phase the vaccines are only provided to the insured persons in Bangkok area. In the second phase vaccines will be provided in districts with high numbers of COVID-19 cases.

4. The Center for COVID-19 Situation Administration and Hotline

The Center for COVID-19 Situation Administration and Hotline are the main channels to provide support directly to insured persons regarding information, the SSO's measures, activities and programmes related to COVID-19.

5. Loan Programme to retain and support employment

The SSO, in collaboration with commercial banks, initiates the Loan Programme to help retain and promote employment. Enterprises can apply for the loan to help financial liquidity of their business. The employer joining the programme must retain employment for not less than 80% of total employees. The Loan Programme consists of 2 phases. The first phase was launched in 2020 and the second phase was launched in 2021. Interest rate of the Loan programme starts at 2.75% and the programme will last for 3 years within a budget of 30,000 million Baht for each phase.