

VIET NAM SOCIAL SECURITY

Category	: Information Technology Recognition Award
Organization	: Viet Nam Social Security
Contact person	: Mr. Nguyen Hoang Phuong Deputy Director Information Technology Center, Viet Nam Social Security
Name of project	: VssID application – The Digital Social Insurance
Objective and nature of project	: To implement the digital transformation goal of VSS; towards replacing SI book, HI paper card, providing the online public services for citizens on the application; contributing to the publicity and transparency of information on SI, HI contribution and benefits and bringing the satisfaction to citizens.
Why it should be recognised	: Deploying the VssID application – Digital Social Insurance: To create favourable conditions for SI, HI contributions and beneficiaries to easily access the information and perform the public services of SI, HI and UI.
Summary of the project	: VssID – The Digital Social Insurance is a product of the digital transformation ecosystem serving individuals of VSS. With using the VssID, contributions and beneficiaries of SI, HI and UI can search, monitor, manage their information and use the following utilites: - Information on HI cards and information on the benefit of HI health care providers; contribution history for SI, HI, UI and Work injury and Occupational diseases benefit; information on SI benefits (lump-sum, sickness, maternity, work injury and occupational diseases); history of HI services covered... - Supporting search utilities for: The SI code; Social Security Offices; Authorized Health care providers that can issue the confirmation for absence from work with the entitlement to social insurance; HI health care providers; business participators in the social insurance fund; collecting agency for SI and HI... - Performing the online public services for individuals under the jurisdiction of VSS.

- Searching, following the information about: Retirement adjustment form, documents issued in line with the regulations of the Ministry of Health for medical care purpose; confirmation of participation time in SI and UI (form C14-TS) for the employees; notifications that previously sent through SMS now are sent through VssID for participants who have registered an account, installed and used the application (Notification such as: the next payment time for participant of voluntary SI, the extension period for participant of household HI; confirmation of participation process in case of continuing voluntary SI payment and the period for HI card in case of extension of household HI card ...).
- 24/7 online support: Chatbot – automatic reply, hotline 1900.9068, email, sending feedback and recommendations to VSS
- Updating the news of VSS activities; information of the SI, HI, UI benefits and policies; user’s manual; guides to implement the public services, online payment services.

With the spirit of international integrating and to create favorable conditions for the foreigners working and participating SI, HI in Viet Nam to easily access VssID, VSS integrated multi-languages for the app. In the “Dialogue between VSS and Korean FDI Enterprises on the implementation of SI, HI and UI policies” on 15 April 2021, VSS announced the Korean version of VssID, and its guideline for Korean experts and workers who were working in Viet Nam. Nowadays, the VssID has deployed 05 different languages: Vietnamese, English, Chinese, Korean and Japanese.

After 06 months deploying VssID, by 31 May 2021, the app has more than 8.1 million download; used more than 30 thousand times as a replacement of HI cards at healthcare providers in 10 piloting provinces (Ha Tinh, Quang Binh, Quang Tri, Thua thien – Hue, Da Nang, Phu Yen, Binh Dinh, Quang Nam, Quang Ngai, Kom Tum) and received great number of positive feedbacks from user and

	<p>medical facilities. Using VssID, users do not have to worry about preserving paper HI cards like before, and processing time at healthcare providers is reduced for both patients and medical facilities. In addition, the app helps HI participants understanding their HI benefits, reviewing their HI services covered, notifying users when their HI card about to expire, and many other benefits.</p> <p>Notably, VSS and Ministry of Health (MOH) have reached an agreement, from 01 June 2021, all HI members in Viet Nam can use their HI card on VssID at any healthcare provider's country - wide.</p>
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