



Communication on digitalisation in social security coordination

Facilitating free movement in the Single Market

OVERVIEW

2023



European
Commission

2023 marks the 30th anniversaries of the Single Market and European Union citizenship, both bring into focus:

the right to free movement

as a major achievement of European integration.

Single Market
&
EU citizenship

30
years

Intra-EU mobility

in key figures

in 2021

Social security coordination rules protect people's social security rights when moving within Europe.

They guarantee that citizens continue to receive their benefits (*such as old-age, unemployment and family benefits*) and are covered by healthcare, even if they travel or move to another EU country.

~16 mln

EU / EFTA citizens lived in another EU / EFTA country



~100 mln

Tourism trips to another EU Member State

Statistics from Annual report on intra-EU labour mobility 2022 and Eurostat

Social Security Coordination

in key figures

in 2021

235 mln
European Health
Insurance Cards (EHIC)
were in circulation

giving access to unplanned
necessary medical
treatment anywhere in
Europe on the same terms
as nationals.



~ 3.6 mln
Portable Documents A1
were issued

attesting the social
security legislation
applicable to the holder.



2.1 mln
Portable Documents S1
were issued

certifying the
entitlement to
healthcare in another
Member State.

6 mln

Pensions

disbursed to pensioners who
reside in another Member
State, for a total expenditure of

~ € 25 bln



~ 9 mln

Claims

received for cross-border
healthcare provided under social
security coordination rules, for a
total amount of about

€ 4 bln



Digitalisation

is crucial to building modern, efficient
administrations that respond to the needs
of citizens and businesses

Cross-sectoral EU Initiatives

supporting Citizens, Businesses and Public Bodies,
in cross-border exchanges and relevant for social
security coordination



Digitalisation of Social Security Coordination
is part of a broader landscape

We are working on

G to G
Government-to-Government

G to B and C
Government-to-Businesses and
Citizens

EESSI - IT system helping social security institutions exchange information across Europe



European Social Security Pass initiative

A pilot project was launched to digitally verify citizens' social security entitlements across borders





Several initiatives are in place...

however more needs to be done
to support free movement and fair labour mobility
through digitalisation

The Commission's Communication includes specific actions, aiming at...



Citizen-centric approach to digitalisation

A seamless digital experience for mobile citizens and businesses interacting with national authorities for social security purposes



Efficient cross-border public services

Delivering efficient public services in social security, which are cross-border, digital and interoperable



Better exchanges between institutions

Further improving the cooperation and information exchange between social security institutions

More digitalisation in social security coordination...

What would it mean for Citizens?



**Smother access
to public services**

Seamless and smoother experiences when accessing cross-border public services in social security



**Verifiable digital
documents**

Digital entitlement documents in their digital wallets, which can be verified online by relevant authorities



**Full control
of own data**

Full control and ownership of their personal data. Citizens can decide which data to share and with whom



**Easier exercise
of social
security rights**

in another country through an efficient system for proving and verifying entitlements



**Faster
processing of
claims**

More rapid and secure processing of their claims for social security benefits

Some of the main
Actions

1.

Full implementation of the Electronic Exchange of Social Security Information by end 2024 at the latest; further improvements of the system and processes



2.

A more integrated data exchange between social security systems and institutions, with further interoperability, across borders and sectors

3.

Sustained investments in automating processes to handle cross-border social security cases

4.

Yearly high-level meetings with Member States to track and support progress



Some of the main
Actions

5.

Full commitment of Member States to the European Social Security Pass pilot activities; based on results, decision on potential large-scale deployment



6.

Digitalisation of additional social security coordination procedures by 2025, building on the Single Digital Gateway Regulation

7.

Accelerated efforts to meet the Digital Decade's objectives of 100% public services being accessible online by 2030, including in social security coordination

8.

Analysis of the possibilities to further simplify procedures, providing a seamless digital experience in EU labour mobility

Learn more

- :: (link to press release)
- :: Visit our web page : [digitalisation of social security coordination](#)

Directorate General for Employment, Social Affairs & Inclusion, European Commission

© European Union, 2023 Reuse of this document is allowed, provided appropriate credit is given and any changes are indicated (Creative Commons Attribution 4.0 International license). For any use or reproduction of elements that are not owned by the EU, permission may need to be sought directly from the respective right holders.

All images © Images © stock.adobe.com