



ΗΔΙΚΑ

ΗΛΕΚΤΡΟΝΙΚΗ ΔΙΑΚΥΒΕΡΝΗΣΗ
ΚΟΙΝΩΝΙΚΗΣ ΑΣΦΑΛΙΣΗΣ Α.Ε.

Company Presentation

Historical / Institutional Framework

Framework	Description
N. 390/1969	Establishment of the «Social Services Computer Center» (S.S.C.C.), based in Athens having the form of a Private-Law Company, with a Public Benefit Character.
N.1943/1991	Integration of S.S.C.C. in the provisions of Public Bodies and the wider Public Sector.
N.3232/2004	S.S.C.C. is placed under the supervision of the Social Security Institution (S.S.I.). This provision, though, was never implemented.
N.3607/2007	S.S.C.C. becomes a Non-profit Limited Company under the firm "E-Government of Social Security S.A." (IDIKA S.A.)
N.3655/2008 Article 153-AMKA	Establishment of Insurance Reform, where inter alia, the role of issuing the Social Security Registration Number is given to IDIKA S.A., along with undertaking projects under the Community Support Framework (C.S.F.) - final beneficiary.
N.3892/2010	Electronic Registration and Execution of Medical Prescriptions and Referral Medical Examinations (e-prescription)

Historical / Institutional Framework

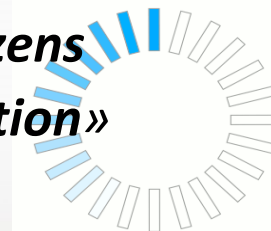
N.4368/2016	Measures to speed up government work and other provisions (Establishments of Community Centers) and (Arrangements to ensure the access of the uninsured individuals to the Public Health System)
N.4387/2016	EFKA (Registry Non-Employees Contributions, Insurance History)
N.4472/2017	Housing Allowance, K.Y.A. no.Δ13/οικ.33474/1934/2018 Housing Allowance – Setting terms and conditions for the implementation of the program.
N.4501/2017	Social Divident
N.4512/2018	Article 214 Family Allowance , Article 215: Disability Allowance .
N. 4520/2018	«Conversion of the Agricultural Insurance Agency to a Welfare and Social Solidarity Agency (OPEKA) and other provisions.
N.4358/2018	Measures to promote Foster Care and Adoption Institutions and other provisions (Article 27 Par. 1: The Special and National Registers of the articles 5, 6, 7, 20 and 21 of the present are set up and operating in "E-Government of Social Security S.A." (IDIKA S.A.) of law 3607/2007(A' 245).)
ΠΔ 81/2019	Transfer of IDIKA S.A. under the supervision of the Ministry of Digital Governance

IDIKA's role.

IDIKA S.A. is a Public Utility Company with mission:

*«to provide integrated **high quality solutions in the field of Informatics and Communications**, that will support the proper, complete and effective operation of **social security institutions, institutions of social welfare and health care providers** over time and **serving the citizens through the provisions of modern electronic services and information**»*
(Regulation of internal operation and organization).

*«to ensure and support the **interoperability of Information and Communication Systems** of bodies active in matters of Insurance, Health and Social Welfare.»*

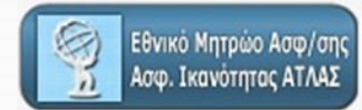


IDIKA's Features.

- Governmental non-profit Organization (DEKO)
- The one and only software house of the Greek State **for the field of Insurance, Health and Welfare**
- The body that is legally competent to implement the IT tasks of all SSI (I.3607/2007)

IDIKA nowadays serves

- >10 mill. Insured Individuals (AMKA, ATLAS, SIS)
- 2,66 mill. Pensioners for the monthly payment of 4.49 mill. pensions
- 1,85 mill. Insured Individuals of the pre-consolidation SSI (OGA, OAEE, TAN, ETAP-MME)
- 50.000 Doctors, 12.000 Pharmacists
- 37.000 Salaried Employees
- 500.000 Hospitalized
- 5.000 employees of EFKA/ΕΤΕΑΕΡ



IDIKA's Organizational Staffing

- IDIKA S.A. employs personnel of various specialties, a significant percentage of whom have Bachelor's equivalent or Master's equivalent education in new informatics technologies and significant professional experience.
- The permanent regular staff currently amounts to 190 individuals.
 - UNIVERSITY GRADUATES : **73 (38,4% of the personnel)**. Admin.-Financial: 14, **Informatics: 59 (31,0% of the personnel)**
 - TECHNOLOGICAL EDUCATIONAL INSTITUTE GRADUATES : **21 (11,0% of the personnel)**. Admin-Account.: 2, **Informatics: 16 (8,4% of the personnel)**, Techn. Applications: 3
 - SECONDARY EDUCATION : **95 (50,0%)**
 - COMPALSORY EDUCATION: **1 (0,5%)**
- In addition to the permanent staff, the total staff is 200 individuals.



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State's Functions supported by IDIKA

Online Social Security Services

Central Systems (1/2)

National Register AMKA-EMAES

- IDIKA has implemented and maintained AMKA's registry (Social Security Registration Number), that is the "E-Identity" for the access of the citizens to the social security services, the health sector and the framework of welfare benefits in our country.
- AMKA has replaced the corresponding registration number that has been applied to the computerized registers of all the Social Security Institutions and of OAED (Manpower Employment Organization). All **Greek and Foreign insured individuals, all retired and uninsured individuals, as well as their indirectly insured family members have been listed.**
- National Register AMKA-EMAES has been the basis for the implementation of all information systems developed in IDIKA in the latest recent years.

Online Social Security Services

Central Systems (2/2)

Unified System of Control and Payment of Pensions (ESEPS-HELIOS)

- Operating since mid-2013 with continuous upgrades since 2015 onwards, due to multiple updates of the legislation.
- Central calculation of payable pension amounts, principal / main and auxiliary / secondary.
- Payment of pensions through the system DIAS.
- Submission and correction of the data of tax certificates of the pensions.
- Ing statistics on monthly basis (System HELIOS)
- 92 information systems of insurance companies and institutions, 4,5 millions pensions, identification of 2,7 millions pensioners.

Information Systems «ATLAS» - Serves 2 distinct objectives

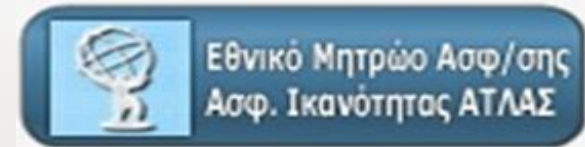
1. Provides the Insurance history of every citizen

- Consolidates insurance data FKA
- Provides a copy of the insurance's portfolio to the citizen
- The system is currently under upgrade in order to be used to speed up pension payments.

Insurance Fund	Number of Documents
IKA-ETAM	684.681.515
OGA	324.444.005
OAE	261.493.943
ETAA	53.923.633
ETAP-MME	4.697.690
Total	1.329.240.786
Citizens' Access	2.232.407

2. It is the National Register of Beneficiaries of Health Care

- **Consolidation of the registers of 29 Social Security Bodies**
- Electronic **online information** to modify insurance capacity
- Online interface with E-Prescribing System Healthcare Providers (EOPYY, Hospitals, Pharmacies)



www.atlas.gov.gr

Online Social Security Service former FKA (Social Security Institutions)

- Pensions' Clearance Schemes (**IKA-OGA-OAEE** etc) for 2.500.000 pensioners.
- Integrated Insurance Revenue Registration information system for **OGA** and **OAEE**.
- Computer Service for clearing pensions of the consolidated **ETEAEF**.
- Trademark
- Unified accounting application SSI.
- Closing the Balance Sheets of the former SSI (up to 2012)

Online Social Security Services EFKA

P.S. «Income–Unemployed Insurance»

- Based on the historical insurance data of the Unified Register of Insured individuals of EFKA, the **register of non-employed** has been created (around 1.500.000 insured individuals). Includes insurance periods with their characteristics, that determine the calculation of the required contributions and additional information.
- Has been implemented and is evolving:
 - Inventory / Management of insurance changes,
 - Calculation, Collection and Payment of non-employee contributions,,
 - Clearance of annual contributions and Issuance of notices of current contributions and liquidation,
 - Recalculation of Contributions (due to income changes, AFM, etc)/ Clearance Modification,
 - Refund of clearing amounts for the year / Credits and Debts Paid
- The contributions per branch are observed (pension, health, monetary contributions, LAE, etc) . Contributions are collected for all the sectors with the possibility of returning to the respective bodies (ie Agrotiki Estia, EOPYY)

Electronic Social Security Services EFKA

P.S. «Income–Unemployed Insurance»

- Data are presented through:
 - **Web Application**, for their management by the employees of the institution
 - **Electronic Services**, informing the citizens with the detailed picture of their contributions, payments and debts.
- Issuance of insurance capacity, tax certificates, provisions of information on the fulfillment of insurance obligations to OPEKA.
- Issuance of statistics and data for the Accounting (Finance) Department of EFKA.
- Communicates with:
 - **AADE** to receive income data,
 - **APD** to receive data of employees with continuous unpaid activity and data of contracts for insured individuals included in the provisions of article 39 par. 9.,
 - **DIAS** for collecting contributions and for repaying annual credit amounts.

Online Social Security Services E.F.K.A.

P.S. «Income–Unemployed Insurance» – New Features

Indicatively Mentioned:

- Insurance time recognition management subsystem in EFKA with acquisition
- Communication subsystem with KEAO for sending overdue contributions since 01/01/2017 and contributions 2017,2018 for applicants for regulation of Law 4611/19
- Management of trademark contributions p. OGA since 01/01/2017
- Continuous enrichment of the Electronic Online Services to citizens with new possibilities
- Subsystem of optional continuation of insurance in EFKA
- Standardization and improvement of the process of raising income from AADE (amending statements - web service) and communication with the ADP

Online Social Security Services

Income–Unemployed Insurance

- P.S. of Income – Unemployed Insurance of EFKA Institution has been configured so that we can manage the data of ETEAEP at the same time.
- It includes:
 - Creation of a register of non-employed persons from the respective Register of EFKA,
 - Inventory / Management of insurance changes,
 - Calculation, Collection and Repayment of Non-Employees' Contributions / Recalculation of contributions,
 - Clearance of Year contributions / Modification of year liquidation/clearance,
 - Issuance of notices of current contributions and liquidation/clearance.
- Users of different insurance institutions "see" all the insurance data, but manage their institution's data according to their pack of responsibilities.

E-Government in Welfare.

➤ IDIKA's Integrated Application Platform



E-Government in Welfare

- Social Solidarity Income (2016-2020)
- Social Household Invoice (2018-2020)
- OASA-Free Fare Management Application for Unemployed - Disabled People.
- Child Allowance A21 (OPEKA) (2018-2020)
- Disability Benefits (OPEKA-Community Centers) (2018-2020)
(Interoperability with electronic file systems and KEPA Systems by decisions of medical evaluation committees.)
- Housing Allowances (OPEKA) (2018-2020)

E-Government in Welfare

IDIKA S.A. has designed, developed and is currently operating the necessary infrastructure for the implementation of policies and social welfare measures to groups of citizens in real need.

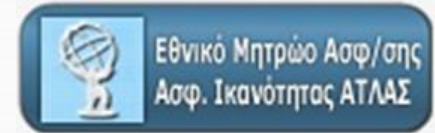
Unified Innovative Application Management Platform:

An innovative platform for managing, monitoring and paying applications with a number of key features that facilitate the citizen and minimize bureaucracy is constantly developing and evolving:

- **Multiple "channels"** for submitting applications: Citizens can submit their applications from home - internet, KEP, Community Center, Municipality...
- **On-Line Intersections:** Wide range of intersections (indicative: AADE, AMKA, EMAPS, Ergosimo, OAED, EFKA, Universities, Schools, IEK) during the submission of the application, on a monthly basis but also repressively.
 - ✓ Automatic pre-filling of application details through online intersections
 - ✓ **Checks for accuracy** and completeness of data
- **Unified Inclusion Criteria:** Criteria management system (family, guest, household ...) for the implementation of social policies with uniform criteria without human intervention
- On-line approval / rejection of the application
- Management of payments to beneficiaries
- **Analytics:** A variety of statistics on a national level, on a level of region, prefecture, municipality, etc.

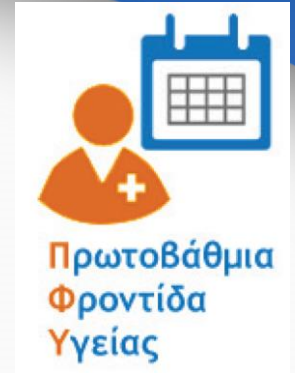
Electronic/OnLine Health Services (1/2)

- Has implemented and is operating the project of Electronic Prescribing
- Maintains and monitors the **Insurance Capacity/Availability** system
- Maintains **7** Hospital Information Systems installations
- Issues **Payroll** (regular payments, shifts, on call time) for more than 60 hospitals nationally
- Has completed EPSMY project for 13 Hospitals



E-Government in Health Sector (2/2)

- Develops the platform to support the structures of PFI
 - **Medical Record** PFI
 - **Patients'** access to their data
- Operates the National System of e-**Appointments** with the health units
- Has secured funding for the creation and operation of infrastructures as National Access Node for Electronic Health Services (NCP eHealth) and Insurance (EESSI), while participating in the design of eID infrastructure (eIDAS - pan-European user identification) and HEALTHeID (patient identification)



Participation in European Projects

Through the funding opportunities offered by the European Commission/Committee, it participates - either as a coordinator or as a partner - in the implementation of activities related to the areas of activity of European projects, such as:

- **eIDAS – OpenNCP:** Development of a cross-border e-health interconnection hub - Program: Connecting Europe (*Connecting Europe Facility-CEF TELECOM*)
- **BPR4GDPR:** Reorganization Business Process and operational tools for GDPR compliance - Program: *HORIZON 2020*
- At the same time, it secured funding for the creation and operation of infrastructure as National Access Node for Electronic/OnLine Health Services (NCP eHealth) and Insurance (*EESI*).
- Since 2020, Cross-Border Electronic Prescribing and Cross-Border Medical History has been in place [ie prescription execution in (or from) other Member States as well as sending (or receiving) a concise medical history to (or from) a foreign body].
- **UNICOM:** Implementation of ISO IDMP (Pharmaceutical Products' ID) standards, in Member States, regarding the medicines of the EU Member States, supporting secure cross-border e-prescribing. 19 countries are participating (42 bodies) - Program: *HORIZON 2020* (in the phase of signing a contract)

Systems' Interoperability

IDIKA S.A. supports the interoperability through open standards of informatic systems while at the same time promotes the exchange of data between systems and applications of other bodies through the utilization of a framework of standards and rules.

- **IDIKA Information Systems Interconnection** (AMKA, ATLAS, HELIOS, ARIADNH, KEA) with respective systems of other bodies / institutions (ERGANI Informatic Systems A.A.D.E., OAED, Informatic Systems F.K.A.)
- **Electronic Prescribing Interface** with:
 - Informatic Systems of Hospitals (IPE)
 - System BI of the Health Ministry
 - EOPII (KMES, e-dapy)
 - EOF (Medicines' data base)
 - e-Appointment
- **Providing API** for interconnection of the Electronic Prescribing System and Primary Health Care with third party applications (Pharmacies, EOF, Hospitals, Doctors, Diagnostic Centers).

Building Infrastructure (1/2)

- Modern Data Center (built in 2015)
- high quality network infrastructure hosting services
 - maximum availability
 - security
 - hosting application services.
- The Data Center covers an area of 465 sq.m. of the building and consists of:
 - Two independent Computer Room spaces
 - H / Z Unit Space
 - Separate Administrators' Space C.R. (and telecommunications import)
 - UPS space (with separate space for its batteries)
 - Fuel Tank Area
 - Other Auxiliary spaces

Building Infrastructure (2/2)

- Fire Safety - Fire Detection System:
 - includes local fire extinguishers with FM200
 - safety lighting and escape route markings
 - Double fire detection zones (CROSS ZONING)
- Air conditioning:
 - Dual systems per Computer Room
 - Autonomous system for clerical offices
- UPS/uninterruptible power supply:
 - 2 UPS / 160 KVA array each (32 & 27 KVA using digital filters)
 - 450 KVA diesel generator
 - DEI Substation
- Physical access control:
 - Access control (double doors - always one closed)
 - IP CCTV (24x7 recording - central monitoring point)
- Building Management System (BMS)
 - 24x7 with a contracted building monitoring center

IT Infrastructure

- More than 40 RACKs hosting:
 - Servers (mostly of Blade Servers technology)
 - SAN storages (FC-Fabric),
 - Tape Backup Libraries,
 - Network & Security systems, κλπ
- Physical servers > 200
- Virtual servers > 500

What IDIKA S.A. signifies.

- Maintaining and ensuring **high know-how** in the core of the public sector.
- Strengthening the **citizen's trust** in the state by **increasing credibility and security** but also by **reducing bureaucracy**
- **Social empowerment** by ensuring the **immediacy of information**, respect for **transparency** and the **protection of citizens' personal data**
- Achieving **economies of scale**
- Ensuring the rational and effective **management of public resources**
- The application of **rules of functional and interoperable integration of systems with the use of international standards and specifications**

What IDIKA S.A. offers.

- **Supports** the areas of Social Security, Social Solidarity and Health
- **Provides** innovative digital support services to Public Bodies and Institutions
- **Offers** modern online services to the Citizens
- **Ensures and supports** the interoperability of information systems
- **Implements** IT projects of Public Bodies with modern technologies and means
- **Is** our country's digital portal to the "world" of European Social Security Services and Health Services
- **Manages and utilizes** digital data for the exercise of substantive politics