

Energy transition:

Actions taken by the Monaco Social Security Funds to switch to electronic communications

Online services have been introduced for insurance holders, employers and health professionals.

Insurance holders

- Currently, 50% of benefit statements (around 500,000 statements per year) are sent electronically. In addition, these statements can, at the request of the insurance holder, be sent electronically directly to the supplementary health insurance provider.

- A smartphone app has been in use for several years and was recently updated. This allows insurance holders to access their insurance card (required for electronic treatment forms), to receive notifications when a settlement has been processed, to check their reimbursement history and to request some kinds of certificates.

[https://www.en.caisses-sociales.mc/Home/Employee/Online-services/My-personal-account/Switch-to-electronic-communications/\(parent\)/1525](https://www.en.caisses-sociales.mc/Home/Employee/Online-services/My-personal-account/Switch-to-electronic-communications/(parent)/1525)

[https://www.en.caisses-sociales.mc/Home/Employee/Employee/The-Caisses-Sociales-de-Monaco-on-your-Smartphone/\(parent\)/1525](https://www.en.caisses-sociales.mc/Home/Employee/Employee/The-Caisses-Sociales-de-Monaco-on-your-Smartphone/(parent)/1525)

Employers in trade and industry

Since October 2017, online services have meant that one declaration and a single payment can be made for all contributions collected by the Monaco Social Security Funds.

Starting in March 2019, it has been mandatory for all employers in trade and industry to declare salaries and pay the corresponding contributions via an online system.

An online procedure is also available for employers of domestic staff, but it is not mandatory to use it. The proportion of salary declarations submitted electronically is 70%.

Health professionals

- Online services allow health professionals contracted with the Monaco Social Security Funds to submit treatment forms electronically.

Nearly 85% of patients treated by doctors and dentists who have subscribed to the system have benefited from invoicing using electronic treatment forms.

<https://www.en.caisses-sociales.mc/Home/Healthcare-professional/Online-services/Electronic-Treatment-Form-ETF/ETF-Information-and-subscription>

- Pharmacy documentation will now be exchanged electronically. Insurance holders no longer need to send pharmacy forms and prescriptions to the Fund.

This procedure now covers Monegasque pharmacies and the majority of pharmacies in neighbouring communes.

More than 50% of requests for reimbursement to insurance holders are now processed via this route.

Other initiatives underway/coming soon:

- roll-out of electronic transmission of medical biology invoices from laboratories in the Principality and surrounding communes
- development of electronic treatment forms for auxiliary healthcare staff (nurses, physiotherapists, speech therapists and orthoptists).