

Talking Interoperability

A dialogue series for advancing interoperability in the social protection sector

Interoperability of social security systems of France

This brief summarizes key learnings from the dialogue on social security institutions (National Old-Age Insurance Fund (CNAV)) of France held on 20 September 2022.

*The keynote presentation was made by **Maria Kitanova**, Director of IT Landscape and Expertise, Information Systems Department, National Old-Age Insurance Fund (CNAV), France. **Bonaparte Ruhamyia Byuma**, Planning and Research Division Manager, Rwanda Social Security Board moderated the session. The discussants were **Andres Chamba**, Social Protection Specialist, World Food Programme and **Sudhanshu Jain**, Associate Director, PricewaterhouseCoopers Private Limited.*

Please click [here](#) to access the recording and presentation slides.

Overview

Old Age Insurance Fund (CNAV) of France is in charge of France's largest pension scheme. Founded in 1945 and based on the principle of solidarity between the generations, pension contributions paid into the system by workers and employers finance the pension paid out to retirees each month.

Pensions are managed by regional Retirement Insurance and Occupational Health Offices (CARSAT) in metropolitan France, General Social Security Offices (CGSS) in overseas Departments, and the Social Security Offices (CSS) in Mayotte.

How does the central social protection registry facilitate data exchange?

By delegation from the Social Security Department (Direction de la Sécurité sociale – DSS), the CNAV acts as the operator for the implementation and operation of the Exchange Management System (DGE) and API-SECU solutions. These two systems play a central role in the exchange of data between organizations in the social sphere, but also with the French administrators.

The DGE serves as a platform for the dissemination of business data based on a "Catalogue" of partners and services.. Each service corresponds to a specific exchange need. In 2021, DGE offered 40 services, had 277 memberships, 21460 files issued, 11 million messages sent, 143 million web service calls routed.

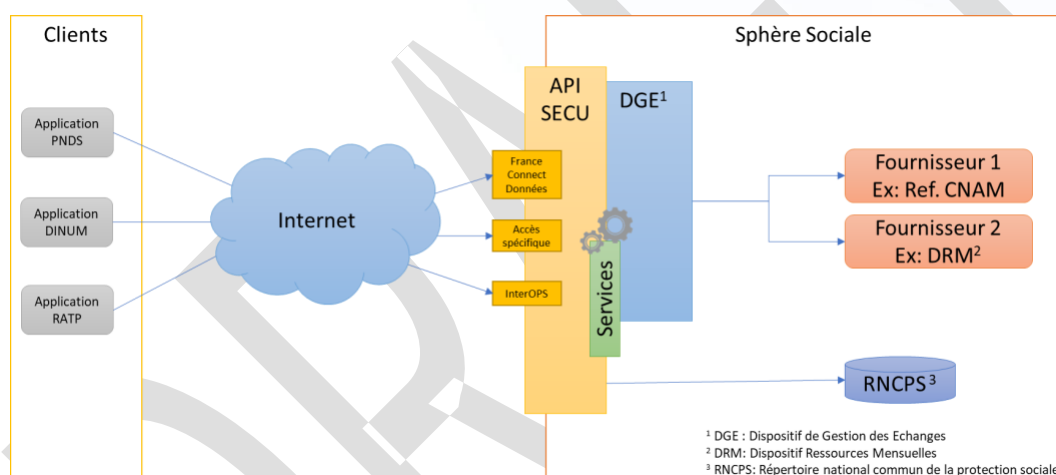
The governance of the scheme is ensured by representatives of each of the social security bodies and the DSS. To access the DGE, a partner must - Sign a DGE agreement, and Contractualize membership of a service. The various types of exchanges through DGE are as follows:

- **File Distribution** – The producer pushes a file to 1 or many recipients without waiting for a response other than whether the file has been routed and to which recipient(s) it has been routed. The business data received in the producer file is disseminated to

consumers in its entirety, without modification. The most widely used type, as it can carry a large volume of data.

- **Broadcasting message** – It allows a producer to push a set of messages to one or many recipients, without waiting for a response other than to know whether the messages has been picked up and to which recipient(s) they will be routed. The producer has the possibility of depositing messages by file or in real time.
- **Real time acquisition** – It allows a customer to request 1 to many suppliers, for a set of messages, and obtain a response from the DGE within a guaranteed timeframe, even if one of the suppliers is unable to respond.
- **Real time synchronous exchange** – A provider exposes SOAP or REST WebService through the DGE. One or more customers can access the supplier's service by requesting the DGE platform.

The need for a separate **API Management Solution (API-SECU)** for social sphere emerged with the aim to simplify the procedure for users, in conjunction with “tell us once” principle. The objectives were to automate access to data exposed by the SECU API and allow access to data while respecting the current state of the art.



Challenges and lessons learnt

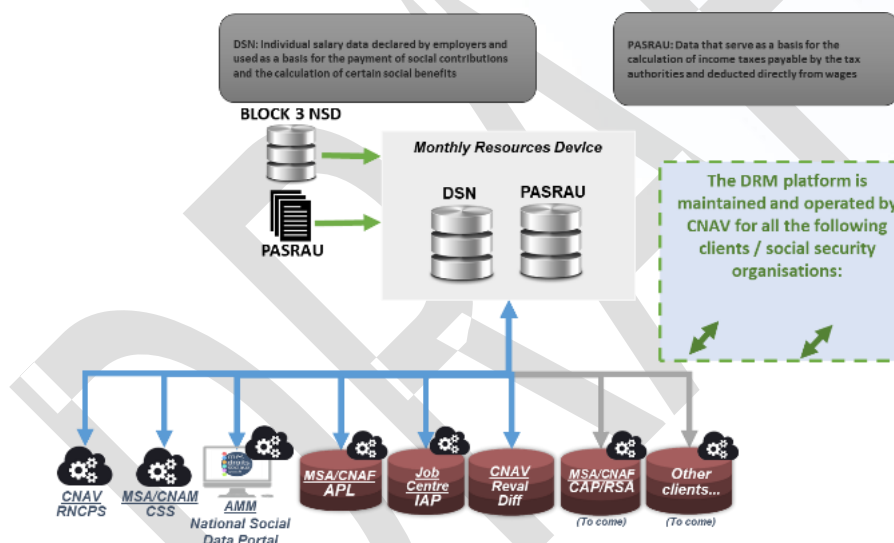
- **Leadership commitment** : The programs of this nature require political will and leadership commitment, the same was obtained by CNAV at the very beginning of this program.
- **Ability to exchange bulk and selective data**: The two systems i.e. DGE and API-SECU were launched with separate requirements to facilitate bulk data exchange and selective data exchange, respectively.
- **Securing the individual's data**: The concept of privacy and security was adopted as a design principle rather than an afterthought. The principle demanded the design to respect privacy and security of data through lenses of law, technology, process, etc.

- **Data Standards** : French data standards were adopted to enable data interoperability across different systems.

Since 2019, CNAV is working to migrate the career data of insured persons of the 42 schemes to be loaded into the RGCU (Répertoire de Gestion des Carrières Unique /Single Career Management Directory)



Another system that CNAV operates since 2019 is the DRM (Dispositif de Ressources Mensuelles -Monthly Resource Device) which is a platform that makes available the resources of individuals, which serve as a basis for calculating social benefits.



DRM use cases

- Calculation of housing allowances by the Family Allowance Funds without requesting proof of income from applicants: Previously calculated on the basis of declared income for the year N-2; now calculated on an ongoing basis with monthly updates of resources directly by the DRM
- Calculation of survivor's pensions by the pension funds (all pension schemes) without requesting supporting documents from widows/widowers directly by the DRM (implementation planned for end of 2022)