

ASSA Recognition Award

CATEGORY	:	Customer Service Recognition Award
ORGANISATION	:	Social Security Office Thailand
CONTACT PERSON	:	Ms. Varatsuda Saradatta, Director of International Affairs Section, Policy and Planning Division
NAME OF PROJECT	:	SSO's Proactive Healthcare Initiatives
OBJECTIVE AND NATURE OF PROJECT	:	In 2024, the SSO launched two key proactive medical service projects: (1) the Nationwide Proactive Health Check-Up Project in Workplaces and Communities and (2) the SSO Mobile e-Dental Project. Both initiatives are geared toward early disease detection and the promotion of health and wellness among insured persons. By implementing these projects in workplaces and communities, the SSO aims to foster a healthier and more productive workforce, which is essential for sustainable economic and social development. (1) The Nationwide Proactive Health Check-up Project in Workplaces and Communities aims to detect diseases and monitor health risk factors among insured persons. By providing health check-up in workplaces and communities, it seeks to reduce medical expenses, lower absenteeism, and decrease the chronic diseases that could lead to severe such as disability or death, and ultimately enhancing health and the quality of life. (2) The SSO Mobile Dental Project aims to enhance access to dental care and promote good oral health among insured persons by arranging mobile dental units to provide services directly at workplaces.
WHY IT SHOULD BE RECOGNISED	:	These two significant projects have promoted sustainable well-being of the insured persons as follows, (1) The Nationwide Proactive Health Check-up Project in Workplaces and Communities Since 2017, the SSO has offered 14 health check-up lists based on age groups. In 2024, the SSO expanded this initiative with a nationwide proactive health check-up project, enhancing access to these services for all insured persons. This expansion allows comprehensive health check-ups at any healthcare facility registered with either the SSO or the National Health Security Office (NHSO) and enables on-site screenings, minimizing work absences and significantly increasing service utilization. The initiative, facilitated by a Memorandum of Understanding (MoU) between the SSO and the NHSO, aims to detect diseases, monitor health risks, and improve access to healthcare. The services include 24 basic health check-up tests provided by the NHSO and an additional 14 tests provided by the SSO, such as breast cancer screening, complete blood count tests, and blood glucose and lipid profile assessments. These tests are

crucial for assessing the risk of chronic diseases, and if any abnormalities are detected, insured persons can receive early treatment.

This approach ensures that the services are accessible to all types of insured persons - the mandatory insured persons under Section 33¹ and the voluntary insured persons under Section 39² and Section 40³.

Year	Total Insured Persons Receiving Health Check-up	Proactive Health Check-up (Workplaces)	Proactive Health Check-up (Communities)	Total Proactive Health Check-up
2023	1,251,534	282,212	-	282,212
2024	739,245	144,625*	4,280*	148,905*

* (from May-August 2024)

The Nationwide Proactive Health Check-up Project in workplaces and communities from May-August 2024 was successful. In just 4 months, it served 148,905 insured persons, which is 20.14% of all those who had health check-up this year (from January - August 2024). This includes 144,625 insured persons in workplaces and 4,280 in communities. Compared to 2023, where the project reached 282,212 insured persons in 13 pilot provinces, accounting for 22.55% of all insured persons who received health check-up, it is clear that the 2024 project effectively expanded access to health check-up services, despite the shorter implementation period.

(2) The SSO Mobile Dental Project

To address the underutilization of annual dental services, which insured persons can typically access without advance payment at SSO registered healthcare facilities, the SSO Mobile Dental Project was introduced. This initiative is designed to promote dental care access, enhance oral health and overcome challenges such as travel costs, time off from work, and lost productivity, thereby ensuring that insured persons can access essential dental services without disrupting corporate operations.

By signing the Memorandum of Understanding (MoU) with health care providers, the SSO brings dental care directly to workplaces. These mobile units, furnished with high-quality medical equipment, offer services including fillings, scaling, and tooth extractions. During the initial phase from January to April 2024, the SSO implemented this project in 8 pilot provinces, namely, Bangkok, Samut Prakan, Pathum Thani, Nonthaburi, Ayutthaya, Chiang Mai, Nakhon Ratchasima, and Sisaket. During this period, 6,288 insured individuals received dental services through mobile dental units. According to a satisfaction survey, it revealed that

¹ insured person under Section 33 is an employee who is not less than 15 years old and not more than 60 years old

² insured person under Section 39 is a person who wishes to continue insured status after the termination of an insured status under Section 33.

³ insured person under Section 40 is a self-employed person

	96.26% of respondents were satisfied with the services, marking a significant achievement. Consequently, the project has been expanded nationwide, leading to a substantial increase in service utilization. By July 2024, 223 enterprises had requested to participate this project and 11,140 insured persons were receive the service, showing gradual increase of success. In conclusion, the SSO's commitment to improving the health of insured persons nationwide is evident in its comprehensive and proactive health measures. These targeted projects aim to improve healthcare access, raise awareness of health's significance, facilitate easier access to services, reduce disparities in healthcare accessibility, and broaden opportunities for insured individuals to fully utilize their health benefits.
SUMMARY OF THE PROJECT	: The SSO, commits to improve health and well-being of insured persons by implementing two proactive healthcare service projects, which are designed to facilitate insured persons to access comprehensive healthcare services nationwide. (1) The Nationwide Proactive Health Check-up Project in Workplaces and Communities The SSO in collaboration with the NHSO, allows insured persons to access basic health check-up services provided by the NHSO, as well as additional health check-up tests by the SSO. The key implementation process involves: 1. Employers and communities submitting requests to participate in the project to their nearest SSO. 2. The SSO coordinating with registered healthcare providers to deliver the health check-up services. 3. Healthcare providers conducting on-site health check-ups for insured persons. (2) The SSO Mobile Dental Project in workplaces The project commenced with the signing of a Memorandum of Understanding (MoU) between the SSO and healthcare providers equipped with mobile dental units that adhere to Ministry of Public Health standards. These on-site units, furnished with high-quality medical equipment, offer services including fillings, scaling, and tooth extractions. The initiative aims to promote dental care access, enhance oral health and overcome challenges such as travel costs, time off from work, and lost productivity, thereby ensuring that insured persons can access essential dental services without disrupting corporate operations. To facilitate this service, the SSO coordinates with employers to schedule mobile dental check-up at workplaces using the mobile dental units. In addition, this service offered free of charge to insured persons who need only present their national ID card to verify their insured status while health care providers can reimburse for treatment cost directly through the SSO's e-channel system.