

PKI AT SSA



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SSA'S SERVICE DELIVERY REQUIREMENTS

- Process over 6 million claims for benefits
- Issue over 16 million new/replacement SSN cards
- Send over 132 million Social Security Statements
- Process 250 million wage reports from 6.5 million employers
- Process over 50 million changes to beneficiary records
- Pay \$425 billion in benefits to 50 million people
- Rapidly shrinking workforce faced with massive retirements in the next ten years



SSA'S SERVICE VISION



- **Customer Choice** – of time, place, mode & language
- **First Point of Contact** – customers complete their transactions at the first point of contact
- **Privacy** – Privacy Act restricts disclosure of personal information
- **One-stop Government Service** – in conjunction with other agencies, single point of contact for wide variety of services
- **Proactive Service** – proactive research of issues & trends impacting SSA programs, outreach to hard to reach segments of population
- **Stewardship** – safeguards trust funds through aggressive prevention, investigation and prosecution

CURRENT SSA PKI PILOTS

- **Annual Wage Reporting**
 - ACES Digital Certificates issued for transmitting W-2 files to SSA over the Internet
- **USPS/SSA Collaboration**
 - Vital Information Statistics Network
 - Prisoner Reporting Network
- **Electronic Medical Evidence**
 - California Medical Association/3rd Party Providers
 - Veteran's Affairs
 - S/MIME, Secure FTP and Secure web application



California Electronic Medical Evidence Pilot

Description:

Third party providers submit encrypted Medical Evidence of Record and encrypted and signed Consultative Exams

- Phase I
 - Funded through FPKI Key Recovery Demo Project II
 - Successfully established the infrastructure to support secure exchange of information
 - Used Secure e-Mail
- Phase II
 - Expand Channels to include Web based Secure Messaging and Secure FTP
 - Additional providers



SSA/VA Electronic Medical Evidence Pilot



Description:

Mississippi DDS requests Medical Evidence from the VAMCs in Jackson and Biloxi. VAMCs send encrypted response to DDS via secure e-mail.

- Phase I (5/01/01-9/01/01)
 - Very successful, decreased turnaround time from 25 days to 3
 - Infrastructure already in place, resource costs only
- Phase II (FPKI SC/Health Care WG funding)
 - Additional sites
 - Expand channels
 - Improve business process

LESSONS LEARNED



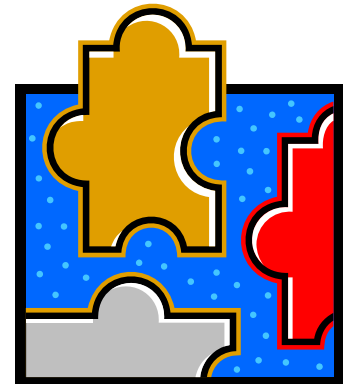
FIRST.....

Evaluate Applications

- Risk Assessment
- Legal Requirements
- Does application require what PKI provides?
 - Confidentiality
 - Integrity
 - Authentication
 - Digital Signature

LESSONS LEARNED (CONT'D)

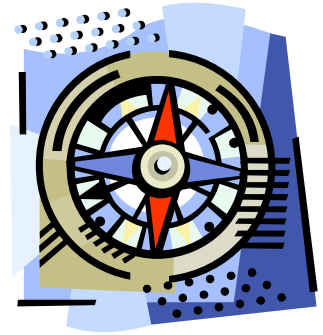
- Build Cross-Component Organizational Support
- Create a Foundation for PKI Development
 - Best Practices
 - CP & CPS templates
 - Customer Support Strategy
- Establish a Test Environment
 - Policy/Procedures as well as Technology
 - Verify Interoperability
 - Product Compatibility Issues
 - User and Implementer Education



Where is SSA & PKI Today?

- **Organizational Changes**

- Office of Electronic Services
- Inter-component PKI workgroup
- Contractor support to develop PKI foundation



- **HIPAA**

- Strong driver for exchange of secure electronic medical evidence

- **Business Partners**

- Other Agencies, Private Sector and States want to do business with SSA electronically
- Continue support of FPKI SC and related activities

??QUESTIONS??