



Republic of the Philippines
SOCIAL SECURITY SYSTEM

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CIRCULAR NO. 2022-039

FOR: ALL SSS MEMBERS

SUBJECT: ONLINE FILING OF SOCIAL SECURITY (SS) DISABILITY CLAIM APPLICATION (DCA) THROUGH THE MY.SSS PORTAL

Pursuant to Social Security Commission (SSC) Resolution No. 750-s.2022 dated 25 November 2022, and Section 13-A of the Social Security Act of 2018 or Republic Act No. 11199 and to comply with the Ease of Doing Business and Efficient Government Services Delivery Act of 2018 or Republic Act No. 11032 through streamlining, simplification and automation of benefit processes, the following guidelines for the online filing of SS Disability Claim Application (DCA) through the My.SSS portal are hereby issued:

A. Coverage

SSS members may file their DCA online through the My.SSS portal, subject to the guidelines under this Circular.

B. Pre-Requisites

1. Member must be registered in the SSS Website.
2. Member must have a UMID Pay Card enrolled as ATM or an approved disbursement account in the Disbursement Account Enrollment Module (DAEM) in the My.SSS portal in the SSS Website.

C. Policies

1. The system shall validate membership record and eligibility of the member to the benefit upon online application of disability claim. The result of which shall be displayed on-screen.
2. Qualified members shall upload the following to proceed with the online filing of DCA:
 - a. Medical certificate, the validity of which shall be six (6) months from date of issuance/accomplishment by the attending physician; and
 - b. Other documentary requirement/s as determined by the SSS.

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3. A member required to report for Physical Examination and Interview (PEI) at any Medical Evaluation Center (MEC), SSS Branch shall be given twenty (20) days from date of e-mail notification to comply; otherwise, the transaction shall be rejected.
4. Rejected DCAs based on SSS' evaluation to submit additional documents may be re-filed online by the member as a new transaction.
5. All DCAs shall be subject to medical evaluation and approval prior to payment. The benefit proceeds shall be credited to the member's UMID Pay Card enrolled as ATM or to the preferred disbursement account in DAEM in the My.SSS portal, in accordance with applicable policies.
6. The processing time (PT) shall start upon acknowledgment of a successful online submission of DCA through the My.SSS portal and shall end upon approval, rejection, or denial of the DCA. In case the member is required to report for PEI, the period during which the SSS is waiting for member's compliance shall be excluded from the determination of PT.
7. The following e-mail and My.SSS notifications shall be sent to members regarding their DCA submitted online through the My.SSS portal:
 - a. Acknowledgement of successful submission;
 - b. Compliance to report for PEI;
 - c. Approval/Rejection/Denial of claim; and/or
 - d. Other notification/s as deemed necessary by the SSS.
8. DCAs with any of the following conditions/cases shall be filed at any SSS MEC/Branch Office (BO)/Foreign Representative Office (FRO):
 - a. Member is incapacitated, under guardianship or confined in an applicable institution such as penitentiary, correctional institution or rehabilitation center;
 - b. Application of Portability Law or Bilateral Social Security Agreements;
 - c. With adjustment or for re-adjudication of claim;
 - d. Unclaimed benefit of deceased member; and
 - e. Other conditions/cases as may be determined by the SSS.
9. The member, including any person/s involved, shall be held liable under all circumstances for any false information, misrepresentation and fraud in accordance with Section 28 of Republic Act No. 11199 and other applicable laws, rules and regulations.

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All other existing Circulars, implementing rules and guidelines not contrary to or inconsistent with the provisions hereof shall remain valid and in effect.

This Circular shall take effect immediately following its publication in a newspaper of general circulation and the registration and filing of three (3) copies of the published Circular with the Office of the National Administrative Register.

Please be guided accordingly.


MICHAEL G. REGINO
President and CEO

27 DEC 2022

Date

(Policy - Disability)

Prepared by: SMD Benefits Administration Department
Medical Program Department