



Social Security and Digital Transformation: AtestMed and the Decline of Judicialization in the Fifth Industrial Revolution

Previdência Social e Transformação Digital: O AtestMed e o Declínio da Judicialização na Era da Quinta Revolução Industrial

Pedro A. Tenório¹

ORCID: 0009-0002-9608-4546

Renata G. Alcoforado²

ORCID: 0000-0002-7495-8057

Hudo L. S. Alcoforado³

ORCID: 0009-0009-1966-6877

Submetido em 30.05.2025

Aceito em 02.11.2025

ABSTRACT: This study investigates how the implementation of *AtestMed*, digital tool introduced by the Brazilian Social Security Institute (INSS) to streamline disability benefit requests, may have influenced the volume of judicial claims filed. Using monthly data from January 2022 to July 2024, we analyse the behaviour of judicial filings in relation to the number of processed benefit requests, including both granted and denied cases. We apply time series decomposition techniques to detect changes in trends and seasonal patterns before and after the program's implementation. The findings point to a decline in the ratio of judicial claims per processed administrative decision following *AtestMed*, suggesting that digitalization and procedural simplification can contribute to reducing litigation in the social security system. The article discusses both the opportunities and challenges of implementing human-centred technological innovation in public administration, highlighting *AtestMed* as a tangible example

¹ Department of Accounting and Actuarial Science, Universidade Federal de Pernambuco, Recife – Brazil.

² Department of Accounting and Actuarial Science, Universidade Federal de Pernambuco, Recife – Brazil. CEMAPRE & ISEG, Universidade de Lisboa, Lisboa – Portugal. Chaire d'Excellence ACTIONS & Aix-Marseille Université, Marseille – France.

³ Department of Computer Science, Universidade Federal Rural de Pernambuco, Recife – Brazil.

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:1-25.

ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL



Centro de Estudos Jurídicos Celso Barroso Leite – CEJUD

Associação Nacional dos Procuradores e Advogados Públicos Federais - ANPPREV

SAUS, Quadra 06, Bloco K, Ed. Belvedere, Grupo IV, Brasília/DF, CEP: 70070-915 / cejud@anpprev.org.br



of how Social Security can evolve in alignment with the values of the Fifth Industrial Revolution.

Keywords: Social Security, Disability Benefits, Judicialization, *AtestMed*, INSS.

RESUMO: Este estudo investiga como a implementação do *AtestMed*, ferramenta digital introduzida pelo Instituto Nacional do Seguro Social (INSS) para agilizar os pedidos de benefício por incapacidade, pode ter influenciado o volume de ações judiciais ajuizadas. Utilizando dados mensais de janeiro de 2022 a julho de 2024, analisa-se o comportamento da judicialização em relação ao número de benefícios processados administrativamente, incluindo concessões e indeferimentos. Aplicam-se técnicas de decomposição de séries temporais para identificar alterações em tendências e padrões sazonais antes e depois da adoção da ferramenta. Os resultados apontam para uma redução na razão entre ações judiciais e decisões administrativas após a implementação do *AtestMed*, sugerindo que a digitalização e a simplificação procedimental podem contribuir para a redução da litigiosidade no sistema previdenciário. O artigo discute tanto as oportunidades quanto os desafios da inovação tecnológica centrada no ser humano na administração pública, destacando o *AtestMed* como um exemplo concreto de como a Previdência pode evoluir em alinhamento com os valores da Quinta Revolução Industrial

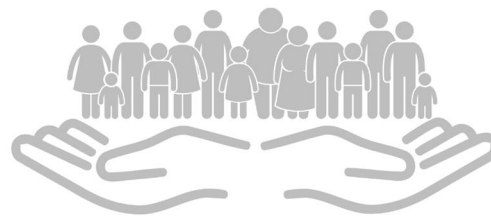
Palavras-chave: Previdência Social, Benefícios por Incapacidade, Judicialização, *AtestMed*, INSS.

1 INTRODUCTION AND CONTEXTUALIZATION OF SOCIAL SECURITY POLICY

The National Institute of Social Security (INSS), a federal autarchy linked to the Ministry of Social Security, was created in 1990 with several purposes, such as operating the General Social Security Regime (RGPS). Its responsibilities include the recognition, maintenance, and

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:2-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>





payment of social security benefits such as retirement pensions, survivor's pensions, and various allowances (Ministério da Previdência Social, 2025).

As the main public institution providing social security services, the INSS ensures social protection to citizens in situations of incapacity, old age, or death. Its operations are guided by modernization and operational excellence programs aimed at guaranteeing fair, efficient, and continuous access to benefits, consolidating itself as a structuring public policy within Brazil's social protection (Ministério da Previdência Social, 2025).

In today's shift toward a human-centric digital society, a core idea of the Fifth Industrial Revolution, modernizing social security systems is essential. This upgrade is critical for ensuring they are effective, inclusive and fair. This new phase of digital transformation prioritizes human well-being, ensuring technology is integrated into public administration in an ethical and human-centered way (Breque *et al.*, 2021).

The Covid-19 pandemic accelerated this movement by exposing the technological fragility of various Brazilian public services and imposing the need for rapid, digital responses. Faced with this challenge, the State was forced to take a disruptive leap in the digitalization of its processes to ensure the continuity of services and expand citizens' access to their rights. Accordingly, the Federal Development Strategy (EFD) was created, in effect from 2020 to 2031, to guide public bodies in adopting technologies focused on innovation, efficiency, and social inclusion (IBGP, 2020).

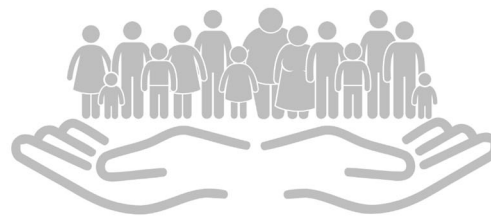
In this context, the administrative efficiency of the INSS is directly related to the volume of lawsuits. For a beneficiary to bring a claim before the judiciary, the request must first be submitted to administrative review and a formal decision must be issued. The absence of an administrative decision prevents litigation since there is no contestable act, making the prior request an essential condition to establish standing (JusBrasil, 2025).

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:3-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





Judicialization, however, is not limited to denials. Even in cases of benefit approval, claimants may seek judicial review for recalculations, adjustments, or the inclusion of additional periods. Litigation may therefore occur both in response to explicit denials by the INSS and in cases where decisions, although favorable, do not fully meet the claimant's rights (JusBrasil, 2025).

A growing body of litigation over disability benefits points to systemic flaws in administrative processes. Studies such as Vaz (2021), link this trend to fragile systems caused by delays and lack of standardization. The scale of the problem is reinforced by data from Costanzi *et al.* (2021), which shows a dramatic shift: in 2004, only 1 in 50 granted benefits came from court order, but by 2020, that figure had risen to 1 in every 8. This flow reveals the persistent ineffectiveness of administrative channels.

To reduce backlogs and increasing institutional responsiveness, the National Institute of Social Security (INSS) implemented in 2023 the Social Security Queue Reduction Program (PEFPS). Within this initiative, the *AtestMed* system, launched on July 20, 2023, stands out as a tool that significantly altered the flow of analysis for temporary disability benefits, formerly known as sickness allowance (Ministério da Previdência Social, 2023). This system allows beneficiaries to request the benefit by submitting a medical certificate through the “Meu INSS” application, at physical agencies, or at post offices, eliminating the immediate need for an in-person medical examination. As a result, it reduces waiting times and accelerates the recognition of entitlements (Governo Federal, 2023).

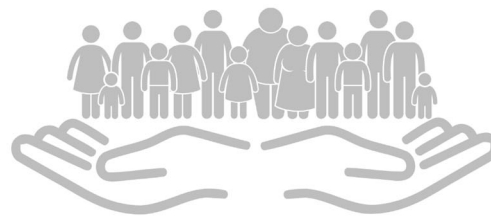
Before the implementation of *AtestMed*, beneficiaries had to follow the standard in-person medical examination (PMP) procedure. In this model, claimants were required to appear physically at an INSS agency after scheduling the examination through “Meu INSS” or the “Central 135”. On the scheduled day, they had to present personal documents (such as ID, CPF,

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:4-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





and work card) and medical documents (certificates, reports, and test results) for assessment by a federal medical examiner. This professional, specialized and duly accredited, conducted a non-therapeutic medical evaluation focusing solely on verifying work incapacity and issuing a technical report (Alcoforado *et al.*, 2025).

The adoption of *AtestMed* marked a turning point in the management of temporary incapacity, reducing the average response time from 79 days (under the in-person model) to an average of 22 days, with a minimum of 13 days in June 2024. By enabling faster and more accessible service, the tool also removes territorial limitations and expands the reach of social security services (Alcoforado *et al.*, 2025).

By promoting greater agility and transparency, *AtestMed* can be understood as an expression of the principles of human-centered digital transformation, employing digital solutions guided by human values, inclusion, and distributive justice (Breque *et al.*, 2021). Its operational logic seeks not only efficiency but also equity in access to rights, especially for vulnerable populations often excluded due to informational, geographic, and institutional barriers (Cappelletti; Garth, 1978).

This study contributes to the debate on the judicialization of Brazilian social security policy by analyzing how structured administrative solutions such as *AtestMed* can reduce litigation and rationalize the use of public resources, thus enhancing the effectiveness of Social Security Law. Such instruments, by strengthening state action and its legitimacy, also build public trust in institutions and reduce the judiciary's workload.

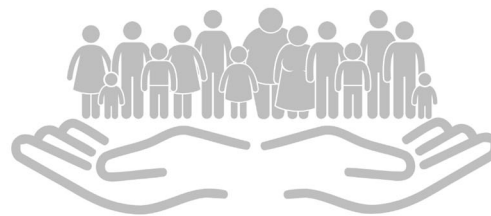
While faster processes have cut response times, the resulting increase in the volume of administrative decisions may lead to a higher absolute number of legal challenges. Consequently, judicialization remains a critical issue, and its dynamics must be analyzed in the context of continuously evolving public administration.

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:5-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





This article seeks precisely to investigate this behavior. To this end, it analyzes the trend in lawsuits related to disability benefits at the INSS between January 2022 and July 2024. Rather than examining benefits granted through judicial decisions whose effects appear only after a final decision, on average 18 months after filing the study focuses on lawsuits effectively filed within the period, capturing more accurately the initial effects of litigation in the wake of *AtestMed*'s adoption. Moreover, there are no available data on judicially denied benefits, which reinforces this methodological choice (Jusbrasil; Mota Advogados Associados, 2021).

The key metric for this study is the litigation-to-benefits ratio, calculated by dividing the number of lawsuits by the total benefits processed (approvals plus denials). This ratio serves as a proxy for the implementation of *AtestMed*, the analysis aims to identify potential inflection points attributable to the digitalization process.

The importance of this study lies in the fact that disability benefits, such as sickness allowance and disability retirement, are essential and immediate in nature for insured persons and are frequently subject to judicialization. Despite the relevance of the topic, there is a scarcity of research quantitatively and analytically addressing the relationship between INSS administrative decisions and subsequent recourse to the judiciary. This article therefore aims to provide empirical evidence to improve administrative processes at the INSS, contributing to the design of more effective policies aligned with contemporary challenges in public administration.

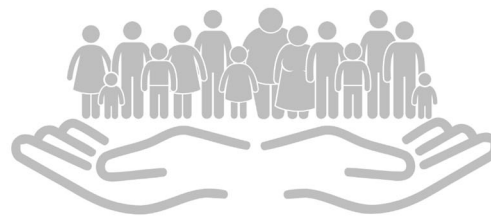
The data used in this study were extracted from two main sources. Information on approvals, denials, and average response times for both *AtestMed* and in-person medical examinations was obtained from the Unified Social Security Benefits Information System (SUIBE), the INSS's benefits management platform. Data on lawsuits filed were collected from

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:6-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





the Federal Attorney General's Office (PGF) panel, the unit of the Attorney General of the Union (AGU) responsible for representing the INSS in court (AGU, 2025).

The analysis considers the impacts of digitalization on the provision of social security services from the perspective of Revolution 5.0, understood as a technological transformation guided by human and social values (Breque *et al.*, 2021).

This study is structured into three main sections, in addition to this introduction. Section 2 reviews the literature, presenting similar experiences from other parts of the world and expanding the discussion on Revolution 5.0 and Brazil's culture of judicialization. Section 3 presents the empirical analysis of time series on approved, denied, and processed benefits and filed lawsuits, with emphasis on identifying trends, seasonal patterns, and inflection points after *AtestMed*'s implementation. Finally, Section 4 discusses the findings and their implications for public policies aimed at modernizing Social Security, reducing judicialization, and improving state performance.

2 THEORETICAL REVIEW: DIGITAL TRANSFORMATION AND SOCIAL SECURITY

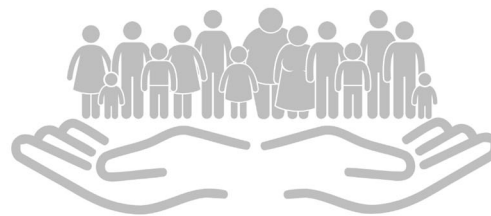
Understanding the recent changes in Brazilian social security management, especially with the implementation of *AtestMed*, requires situating the debate within the broader context of the digital transformation of the public sector and the historical evolution of industrial revolutions. This section therefore presents a theoretical review, highlighting literature showing how cycles of technological transformation directly affect the way states organize their social protection systems, redefining administrative flows, modes of access to rights, and the role of public administration.

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:7-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





As highlighted by the World Economic Forum (2016), the Fourth Industrial Revolution is characterized by the convergence of the physical, digital, and biological domains, redefining social, economic, and institutional relations. For Rifkin (2011), previous industrial revolutions transformed mechanisms of social and institutional organization, not only production. In this scenario, the Fifth Industrial Revolution shifts the focus from efficiency to a human-centred logic, prioritizing inclusion, dignity, and well-being (Breque *et al.*, 2021). Social security, as a public policy, is directly influenced by these processes, since it depends both on administrative reliability and on the capacity to serve citizens equitably and promptly.

International experiences reinforce the relevance of digitalization in the social security sector. A recent study by Rajamäe-Soosaar and Nikiforova (2024) highlights Estonia's notable advances in digital governance and open data, presenting it as a pioneering "E-State" with a well-developed digital infrastructure. In Portugal, the "*Segurança Social Direta*" system allows citizens to carry out virtually all social security operations online, increasing transparency and accessibility (Castells; Cardoso, 2005).

In Chile, the public management modernization agenda launched in 2019 included the digitalization of benefit applications to reduce queues and increase institutional efficiency (Arellano). Meanwhile, countries such as Germany and France have been advancing compatible digital solutions, building databases and improving the predictability of administrative decisions (OECD, 2020).

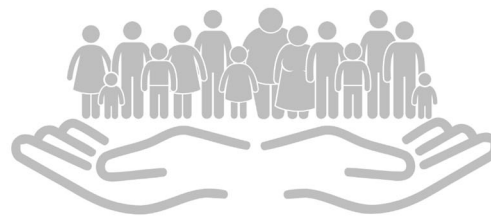
These cases confirm that digital transformation transcends bureaucratic efficiency, serving as crucial tool for equitable access to social rights. This aligns with the "second wave of digital government" described by Margetts and Dunleavy (2013), which call for public services to be user-centred, data-driven and transparent. Solutions like *AtestMed* embody this

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:8-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





shift by streamlining processes, reducing in-person requirements, simplifying access to benefits, directly incorporating international best practices.

In addition, Albuquerque Lima (2024) highlights that the use of Artificial Intelligence (AI) by the Brazilian Federal Attorney General's Office (AGU) has been effective in reducing social security conflicts, illustrating how digital transformation can also support judicial decongestion through interinstitutional collaboration.

The 2030 Agenda of the United Nations (UN) sets forth 17 Sustainable Development Goals (SDGs), among which SDG 16 stands out for its relevance to the theme of this study. This goal proposes “Promoting peaceful and inclusive societies, providing access to justice for all and building effective, accountable, and inclusive institutions at all levels” (MDS, 2016).

In the social security field, access to justice is intrinsically linked to the effectiveness of administrative decisions. When citizens must resort to the judiciary to obtain rights already guaranteed by law, there is a mismatch between the norm and its application, compromising the principle of universality of social security. According to Moreira (2020) and Vaz (2021), delays and the absence of standardization at the INSS have contributed to the growth of litigation over disability benefits.

In this sense, digital transformation initiatives such as *AtestMed* can be understood as instruments for promoting SDG 16. By streamlining and standardizing the benefit-granting process, the system increases the predictability of decisions and reduces the need for litigation, strengthening trust in public institutions. This convergence between technological innovation and distributive justice allows *AtestMed* to be interpreted not merely as an administrative tool but also as a policy aligned with international commitments to sustainable development.

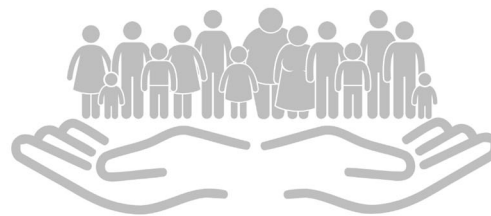
On the other hand, as Castells and Cardoso (2005) warn, in a networked society, unequal access to technology can deepen social disparities and create new barriers to inclusion. This

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:9-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





reflection is essential to interpret the observed results: although *AtestMed* has increased speed and transparency, its full success depends on complementary policies that ensure digital inclusion for all insured persons. In social security, this concern is also reflected in the fact that beneficiaries with lower digital literacy may face difficulties using fully computerized systems, which calls for inclusion policies and alternative access channels.

Brazil stands out as one of the countries most prone to the judicialization of social rights, particularly in health and social security. This contrasts sharply with several European nations, like Portugal and some Latin American neighbours, which exhibit significantly lower or distinctly different patterns of litigation. This comparative perspective is crucial as it helps distinguish deeply rooted structural and cultural drivers of litigation from those related to specific policy designs (Ferraz, 2018).

In the health sector, comparative analyses in Latin America reveal a phenomenon widespread in Brazil, Colombia, and Argentina focused on access to medicines, whereas Chile exhibits a different pattern, with more lawsuits against private insurers than against public provision. There is consensus that when litigation is massive and individualized, it can strain equity and system sustainability (Vargas-Pelaez *et al.*, 2019). At the same time, reviews indicate that judicialization emerges as a social response to policy gaps and administrative processes an effect that procedural reforms and protocol standardization can mitigate (Ferraz, 2018).

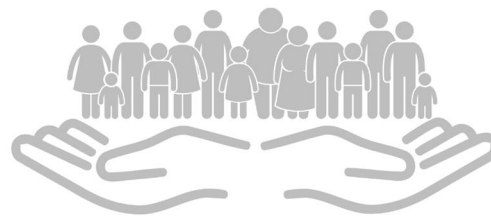
In Portugal, although there are pressures on the National Health Service (SNS), litigation is much less frequent. Academic and institutional reports attribute this to greater trust in administrative avenues, the presence of early dispute resolution mechanisms, and a more people-centred justice design that seeks to resolve disputes before they reach the courts (Vieira Lisboa; Paiva; Rocha, 2024). A recent OECD report on the modernization of the justice sector in Portugal highlights precisely the expansion of access-to-justice services and administrative

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:10-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





resolution practices as pillars of the model (OCDE, 2024). Other comparative studies also reinforce that despite similar legal frameworks regarding the right to health, court use is lower compared to Brazil.

Among OECD countries, progress has been observed in the accessibility and affordability of civil justice, with Northern European countries and Estonia standing out. For Brazil, SDG 16 studies by IPEA (2024) suggest persistent challenges in effective access, helping explain the reliance on litigation as a shortcut when administrative channels fail.

Thus, the literature review shows that *AtestMed* is not an isolated case but part of a global trend of digital transformation applied to social security. At the same time, it demonstrates that gains in speed and transparency must be balanced with digital inclusion strategies and monitoring of judicialization, ensuring that technological innovation also serves as a promoter of distributive justice.

3 EMPIRICAL ANALYSIS OF JUDICIALIZATION AND ADMINISTRATIVE FLOWS OF DISABILITY BENEFITS

This section empirically analyses the dynamics of disability benefits processed by the INSS, including administrative approvals and denials as well as the volume of lawsuits filed, from January 2022 to July 2024. Using time series analysis, it seeks to identify behavioural patterns and possible inflection points associated with the adoption of *AtestMed*. The study considers both absolute volumes and proportional ratios between variables, focusing on the relationship between administrative decisions and judicialization.

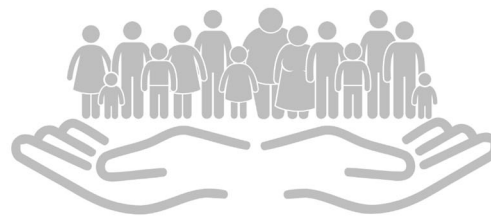
In the analysis by Gomes (2019), the author highlights that the absence of formal administrative decisions and inefficiencies in evaluation workflows are structural factors

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:11-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL



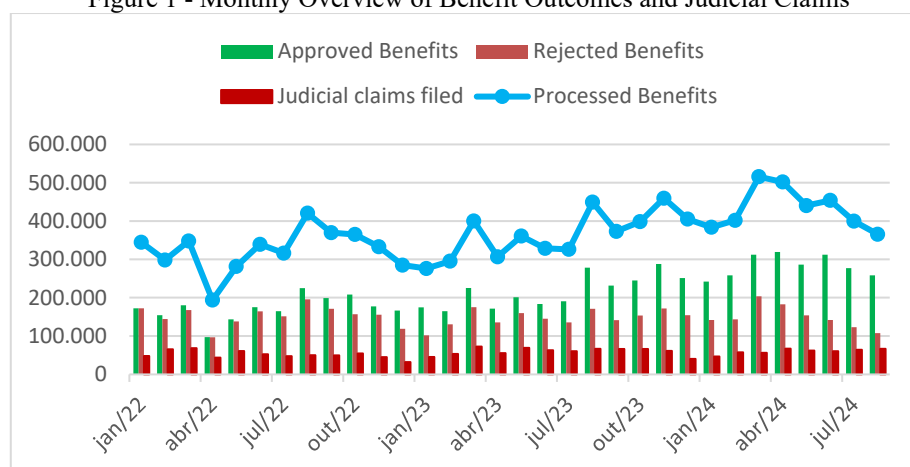


fuelling judicialization in public policies. By examining administrative data, the author shows that the modernization of internal processes has a direct impact on reducing litigation, which justifies the use of the ratio between filings and administrative decisions as a central indicator in this study.

Figure 1 analyses the volume of INSS benefits, categorized as administratively granted, denied, lawsuits filed and the total processed. The data reveals a significant overall increase in processed benefits throughout the period, with corresponding growth in both approvals and denials. Notably, the volume of benefits granted via judicial decision also rose, though it remained proportionally smaller than administrative outcomes. This trend indicates a broad-based expansion in both the demand for benefits and processing through all available channels.

Figure 2 shows the decomposition of the time series of benefits granted. A growth trend is observed throughout the period analysed, indicating greater responsiveness on the part of the INSS. Seasonal variations point to regular oscillations, such as those seen in December and January, consistent with institutional recess periods or lower demand.

Figure 1 - Monthly Overview of Benefit Outcomes and Judicial Claims



Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:12-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



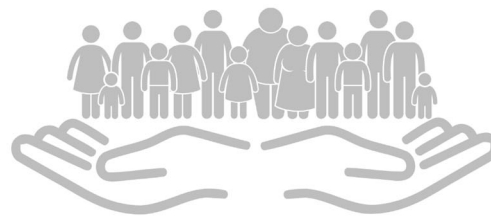
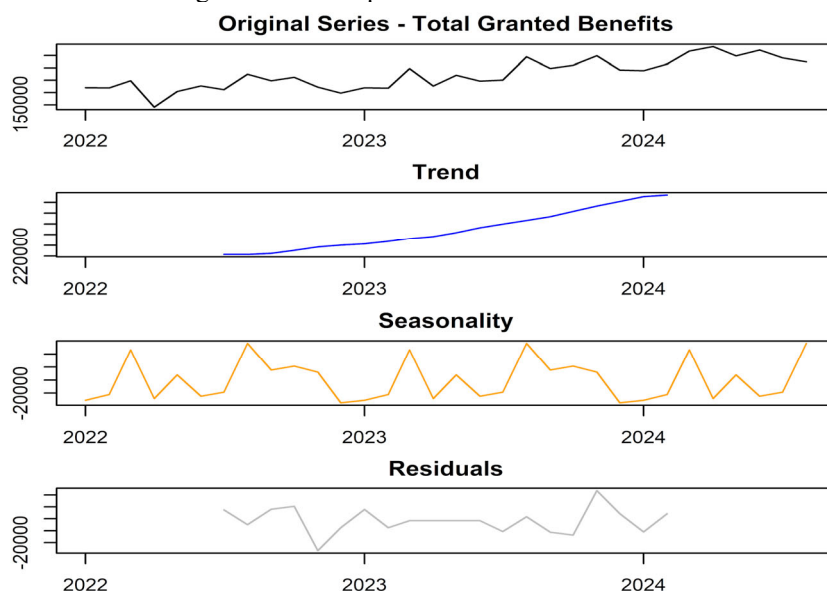


Figure 2 – Decomposition of Granted Benefits



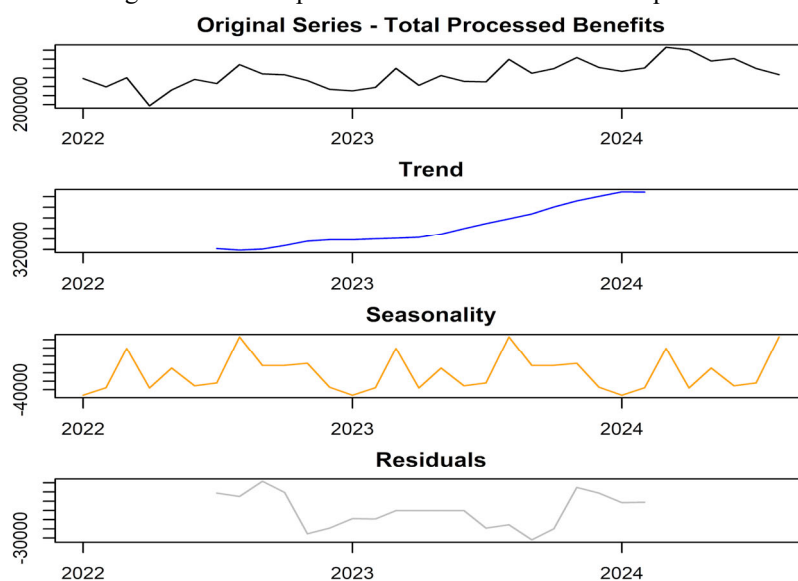
Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).

Figure 3 displays the decomposition of the time series of benefits processed monthly by the INSS. The trend reveals continuous growth over the period analysed, especially from mid-2023 onwards, indicating an intensification in the volume of analyses carried out by the agency. This behaviour may reflect the institutional effort stemming from the “*Programa de Enfrentamento a Filas*” (PEFPS – Program to Tackle Queues) to address backlogs, particularly after the implementation of *AtestMed*, in addition to the growing demand for disability benefits.





Figure 3 – Decomposition of Processed Benefit Requests



Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).

Figure 4 presents the time series of lawsuits filed against the INSS related to disability benefits, while Figure 5 shows its decomposition. A growth trend is observed up to mid-2023, followed by a period of stabilization. This change may be related to the implementation of *AtestMed*, which, by making the administrative process more transparent and accessible, helps to mitigate factors identified by Vaz (2021) as drivers of judicialization, such as low predictability and lack of information.

With a simpler and more understandable system, many insured individuals began to submit their requests directly to the INSS without the need for intermediaries such as lawyers. This greater autonomy may have played an important role in curbing the advance of judicialization, especially among groups that previously resorted to the courts due to difficulties in accessing and understanding the administrative process.

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:14-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



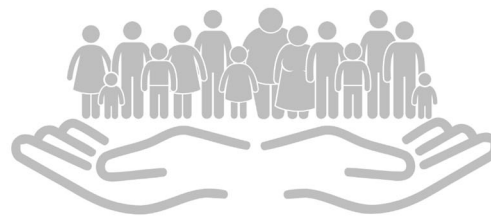
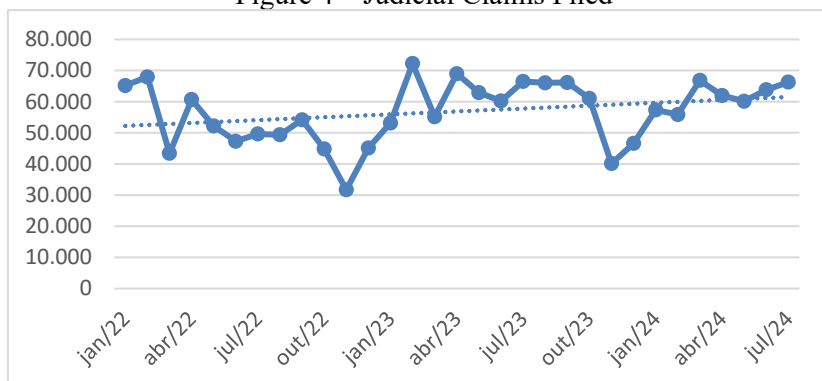
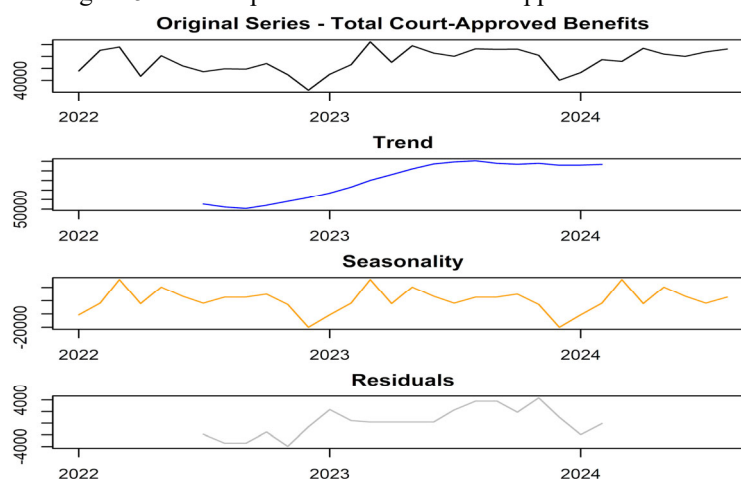


Figure 4 – Judicial Claims Filed



Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).

Figure 5 – Decomposition of Total Court-Approved Benefits



Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:15-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



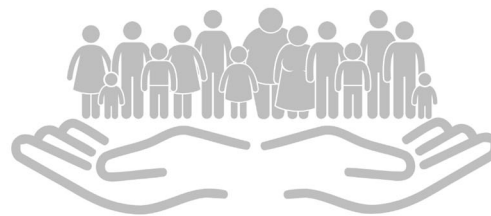
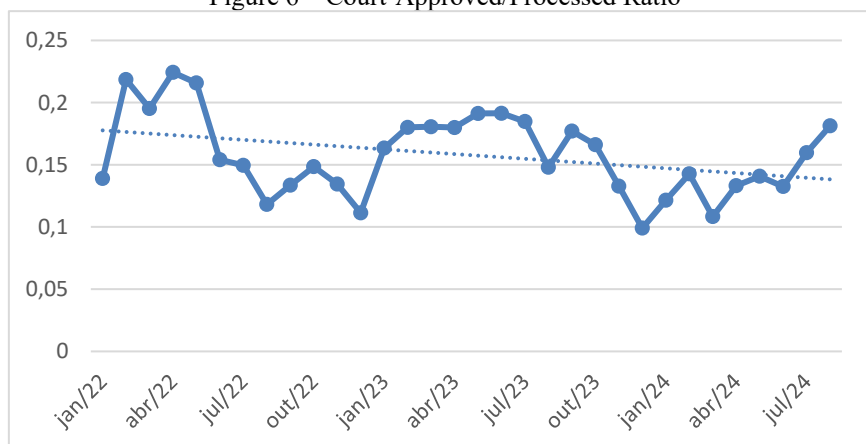


Figure 6 – Court-Approved/Processed Ratio



Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).

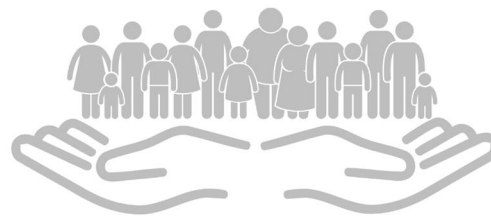
Figure 6 analyses the ratio between lawsuits filed and the total number of benefits processed. A downward trend in this proportion is noted over time, suggesting increased administrative resolution and a possible reduction in judicial dependence for access to social security rights.

Figure 7, which decomposes the procedural/judicial ratio, reinforces this interpretation. The trend was rising until the first half of 2023, peaking shortly before the implementation of *AtestMed*. From then on, a downward inflection is observed, indicating that the change in administrative flows did not generate a proportional increase in judicialization. This reversal suggests that faster and more transparent decisions may be better aligned with beneficiaries' expectations, helping to avoid resorting to the courts.

This is beneficial both for the insured and for the social security system as a whole. The decline in the ratio between lawsuits and benefits processed after 2023 is consistent with the idea that administrative speed, as argued by Sabino (2020), may be mitigating the factors that

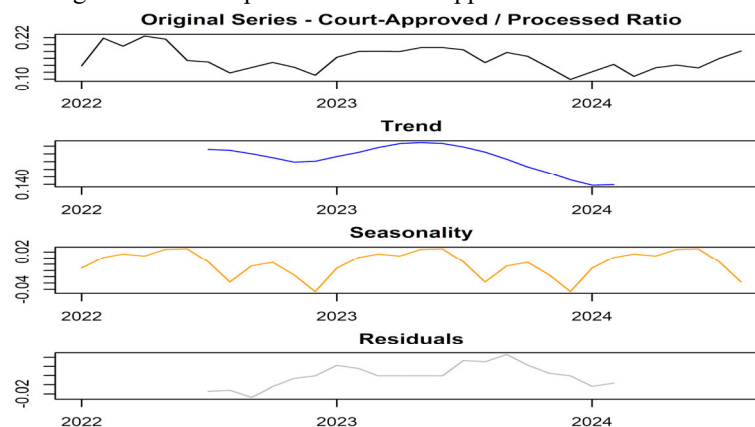
Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:16-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>





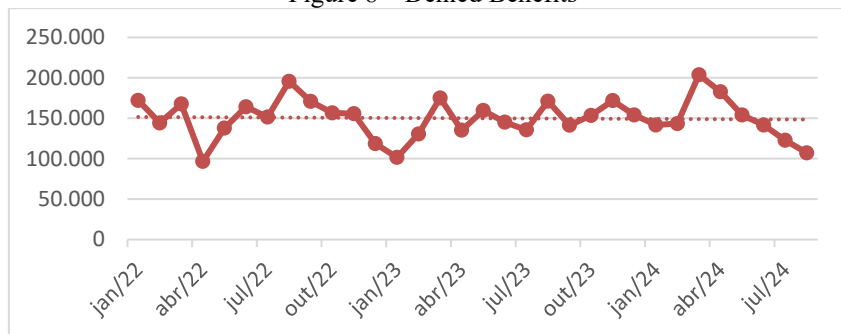
drive judicialization. The drop in this ratio after 2023 suggests that the agility provided by *AtestMed* helps to ease the burden on the judiciary.

Figure 7 – Decomposition of Court-Approved/Processed Ratio



Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).

Figure 8 – Denied Benefits



Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).



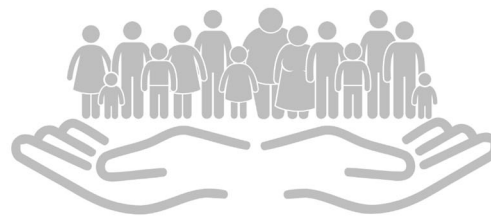


Figure 8 shows the evolution of denials in absolute numbers. Although oscillations are present, there is no clear trend of increase or decrease. On the other hand, Figure 9, which shows the ratio between denials and benefits processed, reveals a continuous downward trend, indicating that the relative number of denials is decreasing compared to the total number of processes handled. Figure 9 presents the decomposition of the time series for the ratio of rejected benefits to total benefits processed. The trend component clearly shows a continuous decline from 2022 through mid-2024, indicating an improvement in administrative decision-making and a reduction in the relative frequency of denials.

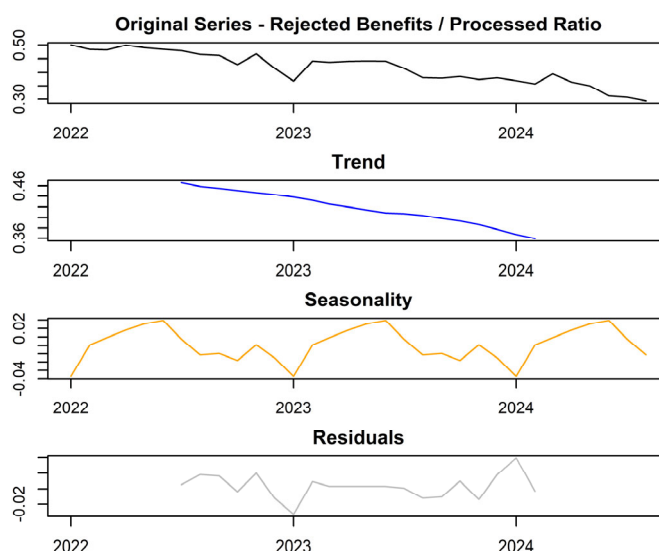
This contrast suggests a qualitative improvement in the screening and analysis of applications, with a reduction in the percentage of denials relative to the total processed. Such movement may be associated with standardized criteria, greater informational clarity, and the simplification promoted by *AtestMed* itself.

Overall, the results of this empirical analysis reinforce the hypothesis that human-centred digitalization, as advocated by the Fifth Industrial Revolution (Industry 5.0), has the potential to improve institutional efficiency and reduce informational asymmetries that drive judicialization. The next section explores the implications of these findings for the improvement of social security public policies.

Figure 9 – Decomposition of Rejected Benefits/Processed Ratio

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:18-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>





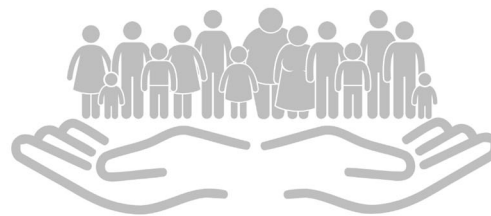
Source: Authors, based on data from SUIBE (INSS) and PGF (AGU).

4 CONCLUSIONS AND IMPLICATIONS FOR SOCIAL SECURITY PUBLIC POLICIES

This study analysed the behaviour of the judicialization of disability benefits in Brazil based on the ratio between the number of lawsuits filed against the INSS and the total number of benefits processed administratively (sum of approvals and denials). Using monthly data from January 2022 to July 2024, the trends of these variables were investigated before and after the implementation of *AtestMed*, with an emphasis on time-series decomposition. The individual series of granted benefits, denied benefits, processed benefits, and lawsuits filed were examined, as well as the ratio between administrative decisions and judicialization. The objective was to identify possible inflection points associated with changes in the social security service delivery process.

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:19-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>





The results indicate that the increased volume of processed benefits did not produce a proportional rise in lawsuits. In contrast, the ratio of lawsuits to administrative decisions declined, a trend that intensified following the implementation of *AtestMed*. This suggests that, greater speed, standardization and accessibility of the administrative process likely reduced the reliance on the judiciary, fostering a higher rate of resolution within the administrative sphere itself.

According to Gomes (2019), a large part of judicialization stems from the absence of formal administrative decisions or inefficiencies in evaluation processes, revealing procedural weaknesses in the public policy arena. These shortcomings, according to the author, could be mitigated through institutional modernization mechanisms such as digital systems. This diagnosis converges with the findings of the present study, which point to a proportional reduction in lawsuits after the implementation of *AtestMed*, indicating that digitalization can contribute to greater speed, predictability, and administrative security.

It is also evident that delays by the state in granting social security benefits particularly in cases of work incapacity result not only in economic losses, such as the deprivation of essential income for subsistence, but also in moral harm, aggravated by the prolonged suffering and uncertainty experienced by insured individuals. As demonstrated in the study by Moreira (2020), delays by the INSS in processing claims and the need for judicialization often force citizens to resort to the courts to secure rights already guaranteed by law.

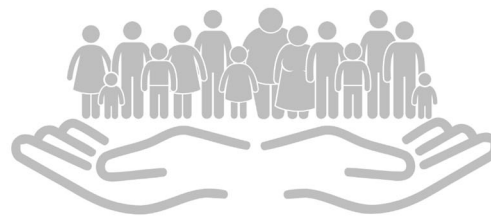
Despite the progress achieved, the digital transition in Social Security still poses significant challenges. Among these are the risk of excluding vulnerable populations, the need for continuous training of staff, and the guarantee of security and integrity in automated workflows. As Castells and Cardoso (2005) warn, in a networked society, inequality in access to technology can intensify social disparities and compromise the universality of digital public

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:20-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





policies. Thus, the consolidation of initiatives such as *AtestMed* depends on a balance between technological innovation and the effective protection of rights, supported by robust monitoring mechanisms and flexible regulation that ensures inclusion and social justice.

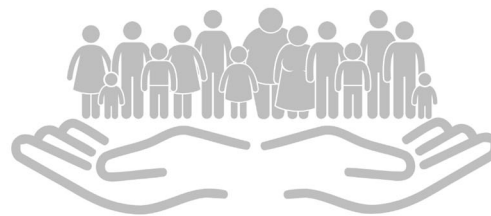
Overall, the findings position *AtestMed* as significant advance in public management, successfully merging operational efficiency with expanded access to social security. By simplifying and bringing transparency to the application process, particularly for historically excluded groups, the program has helped curb judicialization and strengthen institutional legitimacy. This success reaffirms a critical principle, public policies that integrate technology, institutional capacity and continuous evaluation are essential for reinforcing Social Security as a cornerstone of distributive justice.

In this context, *AtestMed* serves as a concrete embodiment of the Fifth Industrial Revolution principles. It employs digital solutions guided by social inclusion and respect for the dignity of citizens. This human-centred approach to digitalizing social security represents a strategic opportunity to redefine the state's role as a guarantor of fundamental rights, enabling faster, fairer and more sustainable responses in an era of growing social complexity.

Considering that the legal effects of administrative measures typically take up to 18 months to be reflected in final judicial decisions, it is recommended that this study be replicated at the end of 2025. This will make it possible to verify whether the downward trend in judicialization persists or intensifies and, above all, whether the lawsuits filed after the adoption of *AtestMed* were mostly upheld or not by the judiciary. Based on this broader evaluation, it will be possible to infer whether the greater efficiency and accessibility promoted by digitalization are in fact aligned with the legal expectations of insured individuals, contributing to the consolidation of a more effective, fair, and humanized social security policy.

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:21-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>





The results obtained directly align with the principles of the Fifth Industrial Revolution, which advocates a digital transformation guided by human values and the integration of technology with social well-being (Breque *et al.*, 2021). By combining technological innovation with a focus on inclusion and rights protection, *AtestMed* converges with this emerging paradigm, positioning Social Security as a strategic agent in building more sustainable, equitable, and citizen-centred public policies.

REFERENCES

AGU. **Sobre - Advocacia-Geral da União**. 2025. Disponível em: <<https://www.gov.br/agu/pt-br/acesso-a-informacao/institucional/sobre>>. Acesso em: 7 maio. 2025.

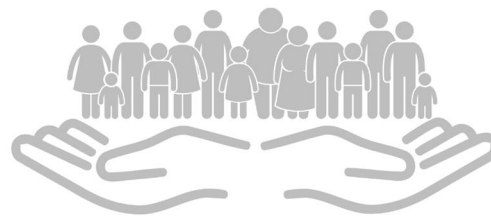
ALBUQUERQUE LIMA, Fábio Lucas. Inteligência artificial, acesso à justiça e o papel da advocacia-geral da união na redução dos conflitos previdenciário. **Derecho y Cambio Social**, v. 21, p. 76, 2024. <https://doi.org/10.5281/zenodo.11208464>

ALCOFORADO, Renata G.; ALCOFORADO, Hudo L. S. G.; TENÓRIO, Pedro A.; EGÍDIO DOS REIS, Alfredo D. **Socioeconomic benefits of the Brazilian INSS AtestMed programme**. Artigo em andamento, 2025. Disponível em <<https://www.keaipublishing.com/en/events/webinars/socioeconomic-benefits-of-the-brazilian-inss-atestmed-programme/#:~:text=It%20is%20designed%20to%20improve,savings%20by%20reducing%20disability%20periods.>>>. Acesso em: 10 novembro 2025.

BREQUE, Maija; DE NUL, Lars; PETRIDIS, Athanasios. **Industry 5.0: towards a sustainable, human-centric and resilient European industry**. Directorate General for Research and Innovation (DG RTD) of the European Commission, 2021. <https://doi.org/10.2777/308407>

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:22-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>





CAPPELLETTI, Mauro; GARTH, Bryant. Access to justice: the newest wave in the worldwide movement to make rights effective. **Buff. L. Rev.**, v. 27, p. 181, 1977. Disponível em <<https://heinonline.org/HOL/LandingPage?handle=hein.journals/buflr27&div=16&id=&page=>>>. Acesso em: 10 novembro 2025.

CASTELLS, Manuel; CARDOSO, Gustavo. **A sociedade em rede: do conhecimento à ação política**. In: Conferência. Belém. Imprensa Nacional. 2005. Disponível em <<https://diegodelpasso.com/wp-content/uploads/2016/05/manuel-castells-a-sociedade-em-rede.pdf>>. Acesso em: 10 novembro 2025.

COSTANZI, R. N., FERNANDES, A. Z., SCHETTINI, B. P., DOS SANTOS, C. F., VIZIOLI, T. R., & SIDONE, O. J. G. Evolução das concessões judiciais de benefícios no INSS. **Informe de Previdência Social**, v. 33, n. 6, 2021. Disponível em <https://downloads.fipe.org.br/publicacoes/bif/bif484-19-26.pdf>. Acesso em: 10 novembro 2025.

FERRAZ, Octávio Luiz Motta. Health in the courts of Latin America. **Health and human rights**, v. 20, n. 1, p. 67, 2018. Disponível em <<https://pmc.ncbi.nlm.nih.gov/articles/PMC6039732/>>. Acesso em: 10 novembro 2025.

GOMES, John Tenório. **A União E O Fenômeno Da Judicialização Da Saúde: Uma Análise Empírica Dos Possíveis Impactos Nas Políticas Públicas De Saúde**. Campina Grande: Universidade Federal De Campina Grande, 2019. Disponível em <https://ppgcp.ufcg.edu.br/images/Docs/Dissertacoes/2019/John_Tenorio_Gomes.pdf>. Acesso em: 10 novembro 2025.

GOVERNO FEDERAL. **MEDIDA PROVISÓRIA Nº 1.181, DE 18 DE JULHO DE 2023 - DOU - Imprensa Nacional**. 2023. Disponível em: <<https://www.in.gov.br/web/dou/-/medida-provisoria-n-1.181-de-18-de-julho-de-2023-497253037>>. Acesso em: 27 maio. 2025.

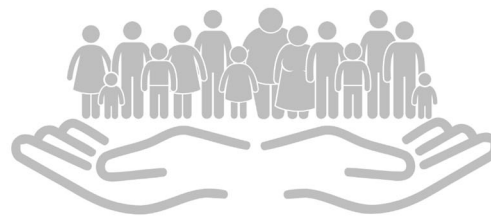
IBGP. **Reconstrução do Brasil pela transformação digital no setor público**. Brasília: IBGP - Instituto Brasileiro de Governança Pública, 2020. Disponível em <https://d1.awsstatic.com/WWPS/pdf/Livro_reconstrucao_do_brasil_pela_transformacao_digital_no_setor_publico.pdf>. Acesso em: 10 novembro 2025.

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:23-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>



REVISTA ANPPREV DE
SEGURIDADE SOCIAL





IPEA. Agenda 2030 : objetivos de desenvolvimento sustentável : avaliação do progresso das principais metas globais para o Brasil. Brasília: Ministério do Planejamento e Orçamento, 2024. Disponível em <<https://repositorio.ipea.gov.br/server/api/core/bitstreams/b008522f-567b-44bf-8ff3-578cc6a6302c/content>>. Acesso em: 10 novembro 2025.

JUSBASIL. Necessário prévio requerimento de benefício no INSS para posterior ação judicial. 2025. Disponível em <<https://www.jusbrasil.com.br/artigos/necessario-pre-vio-requerimento-de-beneficio-no-inss-para-posterior-acao-judicial/153251273>>. Acesso em: 10 novembro 2025.

JUSBASIL; MOTA ADVOGADOS ASSOCIADOS. Qual o tempo do processo na Justiça contra o INSS. Jusbrasil. jul. 2021. Disponível em <<https://www.jusbrasil.com.br/artigos/qual-o-tempo-do-processo-na-justica-contr-o-inss/1242736808>>. Acesso em: 10 novembro 2025.

MARGETTS, Helen; DUNLEAVY, Patrick. The second wave of digital-era governance: A quasi-paradigm for government on the Web. **Philosophical Transactions of the Royal Society A: Mathematical, Physical and Engineering Sciences**, v. 371, n. 1987, p. 20120382, 2013. <https://doi.org/10.1098/rsta.2012.0382>

MDS. Transformando Nosso Mundo: A Agenda 2030 para o Desenvolvimento Sustentável. 2016. Disponível em https://www.mds.gov.br/webarquivos/publicacao/Brasil_Amigo_Pesso_Idosa/Agenda2030.pdf. Acesso em: 10 novembro 2025.

MINISTÉRIO DA PREVIDÊNCIA SOCIAL. PORTARIA CONJUNTA MPS/INSS Nº 38, DE 20 DE JULHO DE 2023. **Diário Oficial da União**, 2023. Disponível em <<https://www.in.gov.br/en/web/dou/-/portaria-conjunta-mps/inss-n-38-de-20-de-julho-de-2023-497859087>>. Acesso em: 10 novembro 2025.

MINISTÉRIO DA PREVIDÊNCIA SOCIAL. **Institucional - Instituto Nacional do Seguro Social - INSS.** 2025. Disponível em <<https://www.gov.br/inss/pt-br/aceso-a-informacao/institucional/institucional>>. Acesso em: 10 novembro 2025.

MOREIRA, Mateus Viana Sabino. **O dano moral decorrente da demora na análise dos processos administrativos de auxílio por incapacidade temporária do INSS e a posição**

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:24-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>





do judiciário. Repositório PUC Goiás. 2020. Disponível em <<https://repositorio.pucgoias.edu.br/jspui/handle/123456789/103>>. Acesso em: 10 novembro 2025.

OCDE. **Modernisation of the Justice Sector in Portugal.** OECD Publishing ed. Paris: OECD, 2024. <https://doi.org/10.1787/cbde9a7a-en>.

OECD. **OECD Economic Outlook - Volume 2020 Issue 2.** OECD Publishing ed. Paris: OECD, 2020. Disponível em <https://www.oecd.org/en/publications/oecd-economic-outlook/volume-2020/issue-2_39a88ab1-en.html>. Acesso em: 10 novembro 2025.

RAJAMAE-SOOSAAR, Katrin; NIKIFOROVA, Anastasija. Exploring Estonia's Open Government Data Development as a Journey towards Excellence: Unveiling the Progress of Local Governments in Open Data Provision. In: **Proceedings of the 25th Annual International Conference on Digital Government Research.** p. 920-931. 2024. <https://doi.org/10.1145/3657054.3657161>

VARGAS-PELAEZ, Claudia Marcela *et al.* Judicialization of access to medicines in four Latin American countries: A comparative qualitative analysis. **International Journal for Equity in Health**, v. 18, n. 1, p.68. 2019. <https://doi.org/10.1186/s12939-019-0960-z>.

VAZ, Paulo A. B. **Direito Hoje | A judicialização dos benefícios previdenciários por incapacidade: da negativa administrativa à retração judicial.** 2021. Disponível em: <https://www.trf4.jus.br/trf4/controlador.php?acao=pagina_visualizar&id_pagina=2174>. Acesso em: 28 maio 2025.

VIEIRA LISBOA, Leandro; PAIVA, Danilo Di; ROCHA, Malheiros. JUDICIALIZAÇÃO DA SAÚDE NO BRASIL E EM PORTUGAL: UMA ANÁLISE COMPARATIVA. **Revista Mediação.** p. 41–58, 2024. Disponível em <<https://www.revista.ueg.br/index.php/mediacao/article/view/15589>> . Acesso em: 10 novembro 2025.

WORLD ECONOMIC FORUM. **The Fourth Industrial Revolution what it means and how to respond.** 2016. Disponível em <<https://www.weforum.org/stories/2016/01/the-fourth-industrial-revolution-what-it-means-and-how-to-respond/>>. Acesso em: 10 novembro 2025.

Revista ANPPREV de Seguridade Social – RASS – v. 2, n. 2, 2025, pp:25-25.
ISSN 2966-330X DOI: <https://doi.org/10.70444/2966-330X.v2.n2.007>

