

Digital Mediation, Consensus, and Alternative Dispute Resolution in Social Security Claims: Pathways to Reducing Excessive Litigation

Mediação Digital, Consenso e Resolução Alternativa de Conflitos Previdenciários: Caminhos para a Superação da Hiperjudicialização

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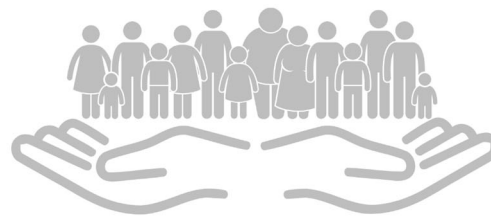
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ABSTRACT: The 5.0 Revolution has reshaped the dynamics between citizens, the State, and technology, especially in the field of social security. This article analyzes digital mediation as an innovative strategy to address the excessive judicialization of social security disputes in Brazil. Adopting an interdisciplinary approach, it discusses how digital tools, when designed based on the principles of dignity, inclusion, and transparency, can foster a new administrative rationality centered on dialogue and consensuality. This is a qualitative study based on a literature review, and it proposes guidelines for implementing a digital mediation model for social security that considers technological, legal, and social challenges, including the digital exclusion of vulnerable populations. Initiatives such as the Resolve and Pacifica programs, developed by Brazil's Attorney General's Office (AGU), are examined as examples of institutional efforts aimed at overcoming hyperjudicialization.

Keywords: Digital mediation. Judicialization. Social Security. 5.0 Revolution. Fundamental rights.

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RESUMO: A Revolução 5.0 tem reconfigurado as dinâmicas entre cidadãos, Estado e tecnologias, especialmente no campo da seguridade social. Este artigo analisa a mediação digital como estratégia inovadora para enfrentar a excessiva judicialização dos conflitos previdenciários no Brasil. Partindo de uma abordagem interdisciplinar, discute-se como ferramentas digitais, quando concebidas com base nos princípios de dignidade, inclusão e transparência, podem promover uma nova racionalidade administrativa centrada no diálogo e na consensualidade. Trata-se de pesquisa qualitativa baseada em revisão bibliográfica e propõe diretrizes para implementação de um modelo de mediação digital previdenciária que considere os desafios tecnológicos, jurídicos e sociais, incluindo a exclusão digital de populações vulneráveis. Iniciativas como os programas Resolve e Pacífica, da AGU, são analisadas como exemplos de iniciativas institucionais voltadas para a superação da hiperjudicialização.

Palavras-chave: Mediação digital. Judicialização. Previdência Social. Revolução 5.0. Direitos fundamentais.

1 INTRODUCTION

Digital transformation is fundamentally changing how individuals, institutions, and the state interact. Revolution 5.0 involves the convergence of technologies, such as artificial intelligence and big data, with the protection of fundamental rights. In Social Security, particularly in the pension subsystem, this convergence creates both new challenges and new opportunities for addressing excessive litigation. Digital mediation stands out as a pivotal strategy for reconciling effective rights protection with the streamlined management of disputes, positioning it as a central solution to excessive judicialization.

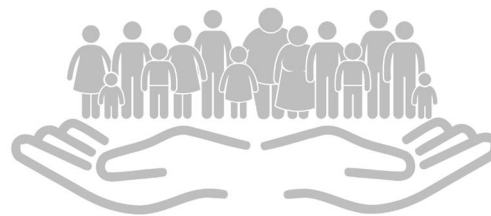
In recent decades, the Brazilian social security system has faced an unprecedented surge in judicial workload. Data from the National Council of Justice (CNJ, 2024) indicate that disputes related to social security benefits account for a significant portion of cases pending in the national judiciary, overwhelming courts and compromising the efficiency of judicial

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services. This scenario of hyperjudicialization reveals an apparent failure of traditional administrative mechanisms for resolving disputes between insured individuals and the social security authority, highlighting the need for alternatives that promote social pacification without resorting to the already congested judicial system.

Digital mediation offers a targeted solution to reconcile the need to protect insured individuals' fundamental rights with the demand for administrative efficiency in Social Security. By integrating digital technologies into mediation and alternative dispute resolution, this approach serves as a chief mechanism to reduce excessive litigation and transform the dynamic between insured citizens and the Social Security Administration.

This article asserts that digital mediation, framed by Revolution 5.0, has the potential to address the complex problem of excessive judicialization in social security. Adopting an interdisciplinary approach, the article integrates legal, technological, and sociological perspectives to demonstrate that digital mediation, consensus-building, and technology-driven dialogue address systemic deficiencies in dispute resolution between citizens and the state.

The research underlying this work aligns with Rodotà's (2008) perspective on the need for a constitution for the technological person, capable of protecting fundamental rights in the digital environment, as well as Doneda's (2019) reflections on the impacts of technology on data protection and informational self-determination. Both authors offer theoretical frameworks for considering digital mediation not as a mere transposition of traditional procedures to the virtual environment, but as a critical reconstruction of these procedures in light of the principles of human dignity, transparency, and equity.

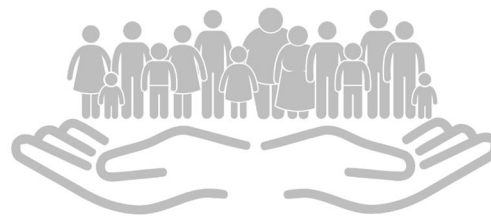
The analysis proposed here does not ignore the challenges inherent in implementing digital mediation systems in the Brazilian social security context, notably the persistent digital exclusion that affects significant portions of the population, especially the elderly and those in

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situations of socioeconomic vulnerability. Recognizing this reality, the article discusses strategies to mitigate these obstacles, ensuring that technology serves as a tool for inclusion, rather than social exclusion. As Rodotà (2008) states, the right to digital inclusion constitutes a new fundamental right, intrinsically linked to contemporary citizenship and the full realization of human personality.

The methodology employed is predominantly qualitative, based on a comprehensive literature review. The study confines its analysis to the socio-legal aspects that impact the Brazilian pension subsystem and digital mediation. Through a socio-legal bibliographic analysis, it examines the epistemological shift in administrative law and proposes methods to extend this new rationality to other contexts and sectors. The research purposefully limits itself to examining the mediation of social security conflicts, rather than all forms of digital dispute resolution. By incorporating specific and localized data, the research addresses broader proposals and explores opportunities to expand a culture of consensus and technological openness within the framework of the 5.0 Revolution.

Based on these initial considerations, the article is structured into four main sections. Following the introduction, the first section examines the current context of social security judicialization in Brazil and the potential for achieving consensus. The second section explores the concept of digital mediation and its possible applications in the social security sector. The third section analyzes the technological, legal, and sociological challenges of implementing these systems and proposes guidelines for a digital social security mediation model that aligns with the principles of Revolution 5.0, promoting effective dejudicialization while safeguarding the fundamental rights of policyholders

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2 OVERVIEW OF SOCIAL SECURITY CONFLICTS AND THE POTENTIAL FOR CONSENSUS THROUGH DIGITAL MEDIATION

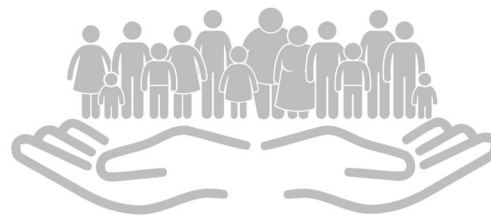
The Brazilian social security system operates within a complex legal and institutional framework that, despite multiple reforms in recent decades, continues to generate significant controversies, frequently resulting in litigation. According to the Justice in Numbers report (CNJ, 2024), Brazil ranks among the highest globally in litigation volume, particularly in social security and tax enforcement. The National Institute of Social Security (INSS) is the largest passive litigant, responsible for 4.5% of the backlog of ongoing cases, totaling 3.8 million social security cases. This substantial judicialization overwhelms the judicial system, imposing prolonged waiting periods on insured individuals seeking resolution of often urgent benefit claims.

Social security disputes have unique characteristics that distinguish them from other types of litigation. First, there is a structural asymmetry between the parties: on one side, the insured citizen, often in a situation of socioeconomic vulnerability; on the other, the social security administration, equipped with substantially superior technical, legal, and informational resources (Pedroza, 2024). This disparity in power contributes to the perpetuation of an adversarial model that rarely yields satisfactory solutions for both parties (Moraes, 2023).

A fragmented decision-making process within the administrative-social security sphere fosters legal uncertainty and incentivizes litigation as a means of accessing benefits. The absence of effective communication channels between policyholders and the social security administration entrenches a culture of litigiousness, where court proceedings are viewed as the primary avenue for dispute resolution. This reliance on litigation perpetuates distrust in administrative procedures and impedes the development of consensual solutions, resulting in a cycle of overloaded lawsuits.

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These challenges necessitate specific legal and institutional safeguards, along with a more sophisticated administrative system receptive to consensus, to address the high volume of cases and the increasing demand for timely responses. Brazilian administrative rationality is entering a new phase, where consensus becomes central, challenging the traditional unilateral constraints associated with the intransferability of public administration interests.

2.1 Mapping consensus in Public Administration

The vertical and imperative administrative relationship between the State and citizens no longer offers the best solutions to the problems proliferating in the current historical period of Brazilian public administration. The complexity of the scenarios demands an approach that considers consensualism as a tool and rationale for proposing more flexible and participatory solutions, based on negotiation and the search for dialogic bridges, a movement that prioritizes "[...] a philosophy of detachment from procedural rigidity and a break with verticality [...]" (Dantas, 2020, p. 264).

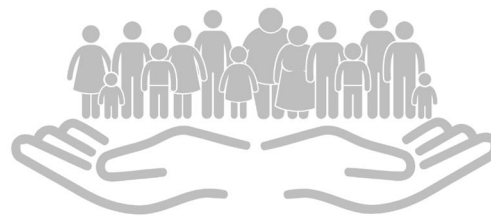
The challenges posed by developing a culture of consensus in administrative law are diverse and reflect not only legal and political issues, but also cultural and institutional ones. This paradigm shift requires a new understanding of the principles governing state action, emphasizing the pursuit of the common good through platforms that promote dialogue and cooperation (Monsalve Cuellar, 2024). Similarly, structuring a culture of consensus involves ensuring transparency and accountability in negotiation processes, preventing agreements between the government and private parties from unjustifiably harming the public interest. This requires the adoption of effective control and oversight mechanisms, as well as promoting civil society participation in the deliberation process (Aragão, 2007).

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REVISTA ANPPREV DE
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According to Gustavo Binenbojm (2023, pp. 16-17), the Brazilian administrative paradigm was influenced by a continental European design, specifically of French origin, characterized by a legal regime based on the supremacy of the public interest, establishing a vertical relationship between the Public Administration and private individuals, and guided by the unilateral issuance of imperative and self-executing administrative acts. This authoritarian view of public law implied the conception that administrative interests are supremely unavailable, that is, the development of a rationality based on the "[...] procedural and material intransactionability of the interests of the Public Administration".

In this scenario, the dynamics of imperative power, which according to Marienhoff "[...] is the most direct expression of the principle of authority in the exercise of Executive Power" (1965, p. 575, author's translation), begins to be affected by the influences of globalization and interconnectivity that have increased the challenges faced by governments, demanding more agile and adaptable responses to the plasticity of contemporary contexts (Appadurai, 1996). More participatory and inclusive governance models have emerged as viable alternatives, recognizing the importance of integrating diverse voices and perspectives in the formulation of public policies (Arnaud, 1997).

This is what Bruno Dantas, based on Roger Perrot, describes as "Justice of Proximity" (2020, p. 264), that is, a movement to find ways to horizontalize the relationship between jurisdiction and those under its jurisdiction. In this sense, the rigidity of the idea of the unavailability of the public interest hinders the innovation and adaptability needed to address contemporary problems arising from successive technological advances and their regulatory impacts (Guerra, 2017).

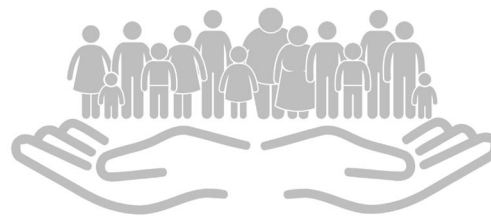
The opening to consensus, therefore, points not to an arrangement of localized practices specific to a given jurisdiction, but to an emerging movement toward reformulating the

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REVISTA ANPPREV DE
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practices and frameworks of administrative law globally. Thus, we perceive the translation of a model endowed with powers linked to unilateralism, coerciveness, and imperativeness into a new framework, using the North American model as a reference framework, prioritizing concerted action in state action (Marrara, 2024). As Binenbojm argues:

[...] The idea that only unilateral solutions imposed by the State as Judge or the State as Controller, after lengthy litigation, represent the "true public interest" clashes with reality (2023, pp. 17-18).

There is an observable evolution toward administrative practices that move beyond the mere imposition of state decisions, seeking instead to incorporate mechanisms for consultation and dialogue with civil society. This epistemological shift in administrative structures arises from a rational, communicative process among all stakeholders, countering the verticalization of administrative decisions by promoting participation and active engagement to achieve solutions.

3 REVOLUTION 5.0, ARTIFICIAL INTELLIGENCE AND STIMULI FOR INNOVATIONS IN PUBLIC CONFLICT RESOLUTION

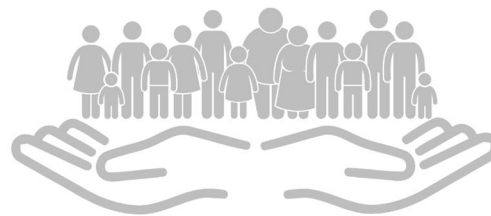
Revolution 5.0 centers human experience within technological transformations, offering a sociotechnical framework (Simondon, 2020) for rethinking mechanisms to resolve social security disputes. Unlike Industry 4.0, which emphasizes productive efficiency and process optimization, Revolution 5.0 integrates ethical and social considerations, asserting that technological advances should foster well-being and inclusion (Rodrigues, Silva, Espinosa; Riscarolli, 2024). In the social security context, this approach necessitates the development of systems that not only automate procedures but also humanize interactions between citizens and

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public institutions, establishing channels for dialogue that facilitate mutual understanding and consensual solutions.

Digital mediation, when applied to social security disputes, enables extrajudicial resolution through digital platforms. This approach alleviates the burden on the Judiciary and has the potential to democratize access to justice by allowing citizens in vulnerable situations, such as the elderly, people with disabilities, or residents in remote areas, to resolve their social security claims without encountering the material and procedural barriers typically associated with the judicial system (Gregório, 2025).

In this sense, digital mediation platforms represent an opportunity to materialize the fundamental right of access to justice, in its broadest conception, which transcends formal access to the Judiciary and encompasses the effective resolution of conflicts and social pacification (Rodotà, 2015).

Within Brazilian public administration, initiatives to implement digital technologies for resolving social security disputes are already in progress, exemplified by the Resolve and Pacifica platforms of the Attorney General's Office. Although these experiences remain limited in scope and comprehensiveness, they provide valuable insights into the potential and challenges of digital social security mediation, serving as an empirical basis for model analysis and refinement.

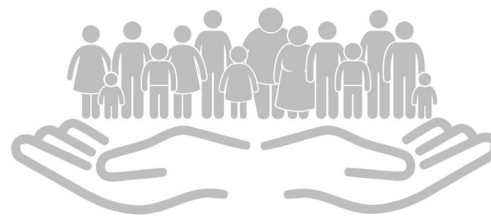
In the context of Revolution 5.0, these characteristics of social security disputes demand solutions that transcend the traditional paradigm of access to justice, incorporating elements of technological innovation, consensus, and efficiency. As Rodotà (2015) observes, fundamental rights in the digital age cannot be conceived as a mere transposition of traditional guarantees to new environments; rather, they require a critical reconstruction that takes into account the specificities of the information society. This reconstruction must prioritize the empowerment

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REVISTA ANPPREV DE
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of the insured citizen, allowing them to actively participate in developing solutions to their disputes within an environment that balances the asymmetries of power and information characteristic of this field. Trevisan, Gutierrez, and Coelho assert:

Globalization and the emergence of the digital society have intensified the use of dispute resolution methods in virtual environments, serving as an alternative to judicial proceedings and as a tool for social inclusion and citizen participation in the information society (2023, p. 187).

The accelerated digitalization of social security services, particularly during the pandemic, has introduced additional complexities for policyholders, especially those with limited digital literacy. Paradoxically, this digitalization also creates opportunities to implement intelligent conflict prevention and resolution systems that can identify potential disputes early and provide personalized solutions before formal litigation arises. The primary challenge is to design these systems to prioritize the policyholder's human experience, ensuring that technology does not become an additional barrier to accessing fundamental rights (Trevisan, Gutierrez, & Coelho, 2023).

The implementation of alternative mechanisms for resolving social security disputes is not only a judicial management strategy but also a necessity for the realization of fundamental rights and the promotion of social justice. As Doneda (2019) points out, the transition to digital governance models must prioritize the realization of fundamental rights, preventing technology from reproducing or amplifying preexisting inequalities. In the social security context, this means developing systems that facilitate access for all citizens, regardless of their socioeconomic status or technological ability, to efficient and fair dispute resolution mechanisms.

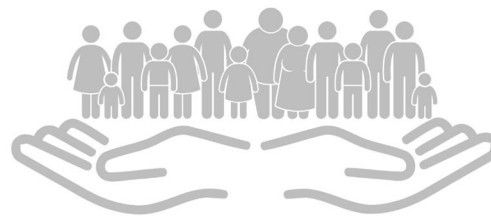
Digital social security mediation emerges as a tool capable of qualitatively transforming the relationship between citizens and the social security administration, shifting from an

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adversarial paradigm to a collaborative model. By facilitating structured dialogue and joint solution development, digital mediation fosters mutual understanding and respect between citizens and the State, thereby restoring trust in public institutions and reinforcing the social fabric.

Advances in artificial intelligence also enable the development of partially automated mediation models, which incorporate computational elements for preliminary conflict diagnosis, suggest solutions based on similar cases, and customize the procedure according to the specific characteristics of the case. It's important to emphasize that these systems don't replace the human mediator, but rather enhance their capabilities, allowing them to focus on the genuinely relational and creative aspects of the mediation process, while repetitive or analytical tasks are assisted by algorithms. This integration of human and artificial intelligence represents a concrete embodiment of the ethos of Revolution 5.0, which prioritizes human-machine collaboration over the simple replacement of human labor (Rodrigues, Silva, Espinosa; Riscarolli, 2024).

Implementing digital social security mediation necessitates an integrated technological architecture that connects policyholders, the social security administration, and independent mediators within a secure and accessible virtual environment. The system should include screening and diagnostic features to identify the nature of disputes, assess their complexity, and refer cases to the most appropriate procedures, including specialized technical or in-person assistance when required. The virtual mediation environment must provide tools to facilitate dialogue, joint document review, record partial agreements, and document final commitments, all within an intuitive and adaptable interface.

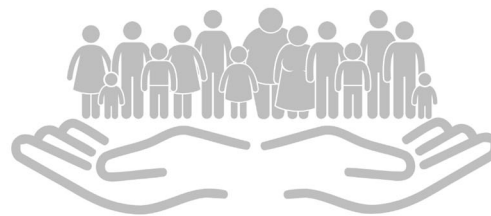
This architecture should include modules for monitoring and executing signed agreements, enabling continuous compliance tracking and early intervention in the event of

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difficulties, thereby preventing the reopening of resolved disputes. Ongoing training features are essential for mediators, social security administration staff, and policyholders, as well as for guiding them in the use of the system. These elements support the dissemination of a culture of consensual dispute resolution and the ongoing development of mediation skills within society.

Doneda (2019) emphasizes that technological systems that process personal data must incorporate, from their inception, safeguards to protect privacy and informational self-determination (privacy by design). In this sense, the digital social security mediation platform must implement robust data protection mechanisms, particularly given the sensitive nature of information related to the health and socioeconomic status of insured individuals.

To effectively address the needs of the Brazilian context, digital social security mediation must adhere to fundamental principles of universal accessibility. The system should be designed to accommodate diverse digital skills, socioeconomic backgrounds, and physical limitations among potential users (Adami, Siqueira, & Gmach, 2023).

Procedural transparency is a fundamental principle that requires all stages of the process to be clearly communicated to participants, including the mediator's role, applicable rules, and potential consequences of the decisions. This principle is especially critical for systems incorporating artificial intelligence, where decision-making logic must be explainable and auditable to maintain process legitimacy and user trust.

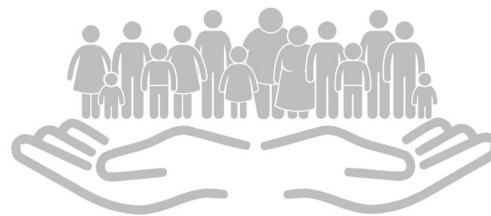
Although confidentiality is a core principle of mediation, selective transparency is permissible in the social security context. The use of anonymized data can inform public policy and identify systemic patterns that contribute to conflicts. This approach enables lessons from individual cases to drive structural improvements in the social security system, thereby maximizing the broader social impact of mediation.

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Informational empowerment is essential given the inherent asymmetries in the social security system. The digital mediation system must equip participants, particularly insured individuals, with comprehensive information about their rights, available alternatives, and potential outcomes. This approach balances informational disparities, enabling effective participation in decision-making.

Tiago Adami Siqueira, Dirceu Pereira Siqueira, and Deomar Adriano Gmach point out:

[...] one of the facets of digital inclusion is the promotion of autonomy and dignity in the exercise of their rights. In contrast, digital exclusion, by failing to promote autonomy, distances citizens from discussions involving their rights. This exclusion, in the context of a vulnerable group comprising a vast population of socially and digitally excluded individuals without direct political representation, ultimately exacerbates the situation, culminating in increased social exclusion for these individuals (2023, p. 19).

In Brazil, initiatives such as the digital pre-trial conciliation system implemented by certain Federal Regional Courts and digital mediation pilot projects within the INSS (National Institute of Social Security) demonstrate potential to transform social security litigation. However, these efforts remain limited in scale and face challenges related to standardization, integration, and sustainability. Expanding these initiatives will require sustained political commitment, investment in technological and human infrastructure, and regulatory reforms to ensure legal certainty for digitally mediated consensual solutions.

4 THE ROLE OF ARTIFICIAL INTELLIGENCE AS A CATALYST FOR DIGITAL TRANSFORMATION IN SOCIAL SECURITY MEDIATION

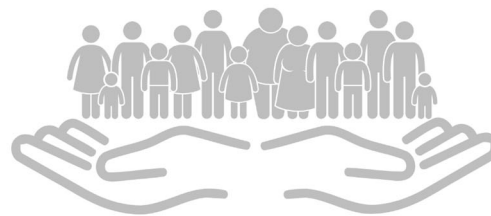
The incorporation of Artificial Intelligence (AI) into digital social security mediation systems represents a transformative dimension that goes beyond the mere digitalization of

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traditional procedures, constituting a true reengineering of dispute resolution processes. AI technologies, understood as a set of computational techniques that enable machines to perform tasks that would normally require human intelligence, offer unique potential to overcome historical limitations of the Brazilian social security system, particularly regarding the accessibility of dispute resolution mechanisms (Gregório, 2025)

AI-enhanced digital mediation transcends the simple transposition of the in-person model to virtual platforms, constituting a reinvention of the very concept of mediation in light of contemporary technological possibilities. In this context, AI does not replace the human mediator but significantly expands their capabilities, allowing them to focus on the genuinely relational and creative aspects of the mediation process, while analytical, organizational, and informational functions are computationally enhanced. This division of labor between humans and intelligent systems embodies the fundamental principle of Revolution 5.0: the centrality of human experience enhanced by advanced technological tools (Rodrigues, Silva, Espinosa, Riscarolli, 2024).

During the screening and diagnosis process, intelligent systems can analyze the nature of the social security dispute, assessing its complexity, distinctive characteristics, and potential for consensual resolution. This multidimensional analysis enables personalized referral to the most suitable procedure and the selection of a mediator with a profile and expertise most compatible with the particularities of the case. Machine learning-based systems can continuously improve this screening process, refining their algorithms based on results observed in similar cases and developing sensitivity to cultural, regional, and socioeconomic nuances that influence the dynamics of social security disputes.

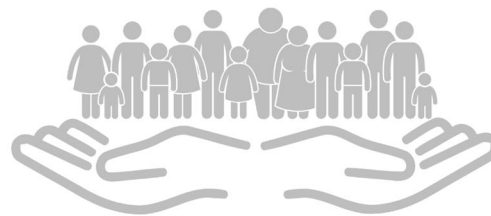
Particularly promising is the application of AI to the generation and evaluation of settlement options, using optimization algorithms that simultaneously consider multiple

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variables relevant to the specific case, such as legal limitations, administrative precedents, the financial capacity of the parties, and the individual needs of the insured. These systems can identify creative solutions that maximize joint value for the parties involved, transcending the binary win-lose logic characteristic of traditional judicial adjudication. It is important to emphasize that such tools do not impose solutions, but rather broaden the horizon of possibilities considered by the parties and the mediator, enriching the repertoire of options available for negotiation.

As Rodotà (2015) observes, the technologization of social processes is not neutral, but incorporates values and worldviews that profoundly shape their outcomes. In the context of social security mediation, this means that AI systems must incorporate, from their very conception, fundamental values such as human dignity, social solidarity, and substantive equity, pillars of the Brazilian constitutional social security system. The architecture of these systems must reflect a commitment to the realization of fundamental social rights, using technological potential to expand, not restrict, the protective capacity of social security.

4.1 Case Study: Resolve and Pacifica in the Attorney General's Office

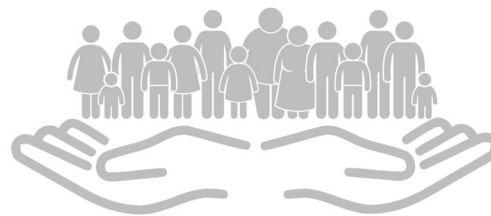
Digital media and artificial intelligence have been strategically incorporated by institutions such as the Attorney General's Office (AGU), which has adopted technological tools to reduce the volume of lawsuits and improve litigation management. Two emblematic examples of this digital transformation are the Resolve and Pacifica systems, developed internally by the AGU to promote consensual dispute resolution and data-driven preventive action, and to propose an alternative way for the Brazilian government to handle administrative disputes and social security claims (Oliveira, 2024).

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These initiatives share the common goal of fostering self-composition—the consensual resolution of disputes without the need for judicialization—promoting more efficient access to justice. In this context, artificial intelligence emerges as a fundamental tool to combine automation and data analysis with the public interest, particularly in the context of the 5.0 Revolution, which aims to integrate digital advances with humane, rights-oriented public policies.

The Resolve program, established by decree, creates the Federal Mediation and Negotiation Network, aiming to structure and encourage mediation and negotiation within the federal public administration. The network aims to make self-composition a state policy, contributing to the improvement of public policy implementation and the rationalization of public resources. The AGU (Brazilian Attorney General's Office) is responsible for operationalizing the network, disseminating best practices, and proposing performance indicators. The program coordinates various federal public legal agencies and facilitates cooperation with state and municipal entities, thereby creating an institutional network focused on dispute resolution outside the courts.

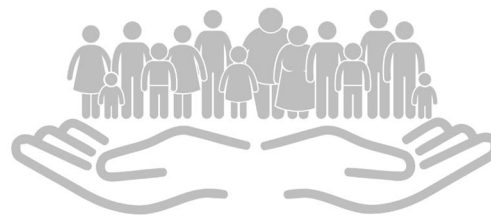
The Pacifica platform, in turn, represents an online dispute resolution tool that integrates process automation, data cross-referencing, and simplified digital procedures, aiming to review administrative denials and propose out-of-court settlements between citizens and the State. With the support of the Federal Public Defender's Office, citizens can contact Pacifica after their claim is denied by the INSS (National Institute of Social Security). Upon consent, their data will be automatically analyzed according to pre-established parameters. If the settlement proposal is accepted, the benefit will be implemented immediately, thereby avoiding the need for lawsuits and saving public resources.

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REVISTA ANPPREV DE
SEGURIDADE SOCIAL





The relationship between these programs and artificial intelligence is particularly evident in Pacifica, which uses algorithms to analyze social security data, identify patterns, and make automated decisions about the viability of agreements. However, the use of AI in social security matters also poses significant ethical challenges, such as the need for transparency in decision-making criteria, respect for the protection of personal data, and the prevention of algorithmic biases that could compromise equitable access to justice.

AI significantly contributes to the preparatory phase of mediation by automatically analyzing prior documentation, identifying central and peripheral issues, detecting information gaps, and suggesting additional elements necessary for a productive discussion. This preliminary analysis optimizes mediation session time, allowing immediate focus on substantive issues and reducing the need for procedural delays or extensions to obtain additional information.

The risk of algorithmic biases is a primary concern, given that AI systems learn from historical data that can incorporate and perpetuate pre-existing discriminatory patterns (Simões-Gomes, Roberto, & Mendonça, 2020). In the Brazilian social security context, marked by historical structural inequalities, AI systems trained without attention to these potential biases could reproduce or amplify discrimination against vulnerable groups, such as women, rural workers, people with disabilities, or socioeconomically marginalized populations.

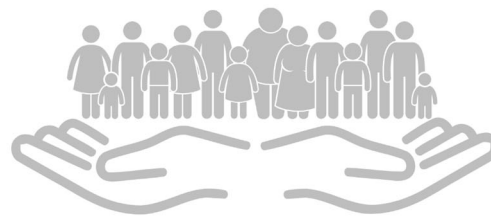
To mitigate these risks, it is imperative to develop rigorous algorithmic audit methodologies that identify and correct potential biases before and during system operation. Additionally, the diversity of the teams involved in system development can significantly contribute to the early identification of potential problems that may not be evident to homogeneous groups of developers (Buolamwini & Gebru, 2018).

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REVISTA ANPPREV DE
SEGURIDADE SOCIAL





Digital exclusion is also a particularly relevant concern in the Brazilian social security context, where a significant portion of potential users, especially the elderly, those with low levels of education, or those living in remote areas, have limited familiarity with or access to digital technologies. Implementing AI-based digital mediation systems without adequately considering these realities could create a new layer of social exclusion, harming precisely the most vulnerable populations in need of social security protection.

In light of these multiple challenges, the implementation of AI in digital social security mediation must follow a prudential approach that balances innovation and precaution, maximizing potential benefits while minimizing risks to fundamental rights and essential democratic values. It is essential to recognize that technology, however advanced, is an instrument for achieving socially defined objectives, not an end in itself. In the Brazilian social security context, this primary objective entails realizing the fundamental right to social security, as enshrined in the Federal Constitution, by utilizing technological potential to expand, rather than restrict, the system's protective scope.

5 FINAL CONSIDERATIONS

Revolution 5.0 represents a pivotal shift in the relationship among the State, technology, and fundamental rights, requiring a reassessment of public management tools. In the social security context, especially within the pension subsystem, this transformation goes beyond mere digitalization of procedures and calls for a reinvention of dispute resolution methods grounded in values such as dignity, inclusion, transparency, and equity.

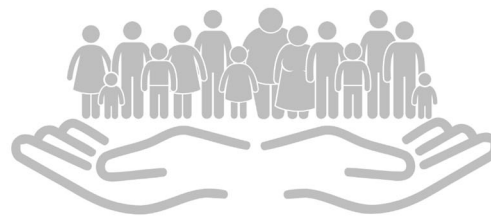
This article demonstrates that digital mediation, when guided by these principles, constitutes an expression of new administrative rationality focused on promoting dialogue and consensus between citizens and the State. However, it is crucial to acknowledge that digital

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REVISTA ANPPREV DE
SEGURIDADE SOCIAL





technologies are not neutral. Their implementation requires algorithmic transparency and social oversight, particularly in light of the structural inequalities present in Brazilian society. The ongoing digital divide remains a significant barrier to democratizing these tools, especially for the elderly and vulnerable populations.

Within this context, the Resolve and Pacifica programs implemented by the AGU exemplify the transformative potential of digital technologies in addressing excessive judicialization. By promoting self-composition through Resolve and anticipating conflicts using predictive analytics in Pacifica, these programs act as catalysts for a more consensual institutional culture, supporting the full realization of the right to social security in the 21st century.

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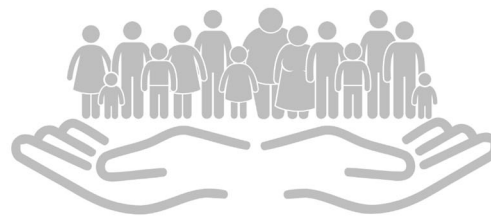
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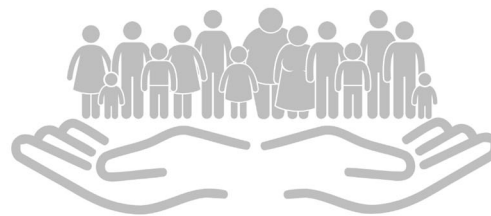
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