



HEALTH INSURANCE
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COMMUNICATION

Continuing trend of increased use of electronic services To this point 29,064 beneficiaries have used electronic services

In the context of promoting and facilitating communication between the Health Insurance Fund and the beneficiaries, the companies and health care workers, we have enabled a set of electronic services on the web portal of the Fund for a quick, easy and an effective way for the beneficiaries to exercise their rights and avoid the inconvenience of coming directly to the premises of the Fund.

Since the introduction of electronic services, beneficiaries, authorized persons, as well as health care professionals use these services and electronically submit applications from their homes or work places to exercise their right. The table below shows the most used electronic services of the Fund.

Certification of orthopaedic devices	24,404
Application for BAF	1,289
Reports for prevention at work	1,764
Draft assessment of temporary incapacity	1,607

The most frequently used e-service is for certification of orthopaedic devices, applied by **29,064** beneficiaries who have electronically submitted documents through their GPs and specialists doctors. The benefits of electronic services introduced by the Health Insurance Fund are various concerning its beneficiaries, the companies, as well as the health professionals, thereby saving time and money for visiting the regional office of the Fund. The possibility of insight into one's own file, regardless if the outcome is positive or negative, and when a payment will be carried out, in case of reimbursement of funds, also counts among of the numerous benefits of electronic services.

We would like to take this opportunity to encourage the beneficiaries and companies and health care providers to use electronic services of the Fund. For simple and accurate information about necessary steps and how to use these electronic services, the Fund prepared video tutorials in the form of a short and simple step-by-step guide on how to use the electronic services of the Fund.

Video tutorials are published on the website of the Fund at the following link:

<http://www.fzo.org.mk/default.asp?ItemID=03745AB41443004A8EAB9A0105914B95>

or connect to the link of the Fund on YouTube:

<https://www.youtube.com/channel/UCXc5Hr1czS6RKf8-4CDFRVA>

The Fund continues its work towards reaching its goal for an e-Fund, in order to provide its beneficiaries, authorized persons by the companies, and healthcare workers an effective, timely and professional service when needed.