



HEALTH INSURANCE
FUND OF MACEDONIA
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ANNOUNCEMENT

Increased use of electronic services 35,734 insured persons have so far used the electronic services of the Fund

Within the framework of promoting and facilitating the communication between the Health Insurance Fund and the insured persons, companies and health workers, we have provided a set of electronic services on the portal of the Fund so that the insured persons can exercise their legal rights in a quick, easy and efficient way, without having to come to the counters of the Fund.

Since the introduction of electronic services, the insured persons, authorized persons and health workers have used these electronic services and have electronically submitted an application from their homes or workplaces for exercising a certain right. A table containing the most popular electronic services of the Fund is attached below.

Verification of orthopedic aids	31015
Application for BAF	1142
Reports on impediment during work	2053
Draft assessment of a temporary work impediment	1524

The most used e-service is the one for verification of orthopedic aids, which **31 015** insured persons have used and have electronically submitted documents through their family doctors and specialists. The benefits of the electronic services introduced by the Health Insurance Fund are numerous for the insured persons, for companies and health workers, as there is no waste of time and financial resources to go to the regional office of the Fund. The possibility of insight into one's own subject matter, whether the outcome is positive or negative and when the payment will be made in cases of reimbursement of funds, is also one of the numerous benefits of the electronic services.

We would like to use this opportunity to encourage insured persons and companies and health workers to use the electronic services of the Fund. For a simpler and more accurate receiving of information on which are the necessary steps and how to use the electronic service, the Fund has prepared video tutorials that represent 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 on the following link:

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

Or on the link of the Fund on youtube:

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



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The Fund continues to work on achieving the goal, which is e-Fund, so that the insured persons, authorized persons by the companies, health workers can receive effective, timely and professional service when it is needed.