



ФОНД ЗА ЗДРАВСТВЕНО
ОСИГУРУВАЊЕ НА МАКЕДОНИЈА
www.fzo.org.mk

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Date: February 10th, 2016

ANNOUNCEMENT

New electronic services - electronic requests for reimbursement for hospital care, prescription medicines and reimbursement of used material and consumables

Three new electronic services for exercising the rights of our insureds to which they are entitled by law

The Health Insurance Fund of Macedonia continues to promote new electronic services, within the month of February which has been pronounced Electronic Services Month. Today, the Fund is promoting on its web-portal three new electronic services for the rights guaranteed by law to our insureds, who have so far been available only in paper form, and from now on it will be able to exercise them in much simpler, faster and more efficient manner via electronic means, using the new electronic services we are promoting today. Today we promote the following three new services:

1. Electronic request for reimbursement for hospital treatment.
2. Electronic request for reimbursement for prescription medicines.
3. Electronic request for reimbursement of used material and consumables.

The first electronic service refers to reimbursement of money paid for carried out hospital treatment when the insured did not have health insurance for various reasons. In these cases, where for various reasons the insured's healthcare contributions has not been paid for more than 60 days, the healthcare service is to be paid in full, and then after the healthcare contributions are settled, the insured submits a reimbursement request. The right to a reimbursement does not expire for 5 years. This right is guaranteed in accordance with the Law on health insurance. From now on, in a much simpler way one may exercise this right through the new electronic service, and the additional documentation, which the insured was supposed to submit in person in a paper form at the branch offices, can now be simply scanned and uploaded in the electronic system at places with internet and scanner/reader. With this we expect to accelerate the case resolution time, and the benefit is that the insured will be able to monitor the status of its request. This replaces and reduces the paper work and the need to visit the teller window.

The second new electronic service is actually two services offered by the Fund, merged into one, i.e. the right to reimbursement of money for purchased prescription medicines, irrespective whether the medicine is on the hospital or the primary positive list. This right is guaranteed by law for the insured, and also arises from the Law on health insurance. If the insured, during hospital treatment, is requested to buy a medicine on the positive list, upon completing the treatment, it has the right to file a request for reimbursement of money to the Fund. Also, this segment includes medicines from the



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hospital list that are administered upon recommendation of a specialist (sometimes even at home), which the healthcare institution is not obliged to procure (e.g. such as Kleksan). The insured will be able to submit the reimbursement request electronically, and the additional documentation, which the insured was supposed to submit in person in a paper form at the branch offices, can now be simply scanned and uploaded in the electronic system at places with internet and scanner/reader. Please note that the reimbursement may be exercised only if the medicines have been purchased from a pharmacy with whom the Fund has entered into a contract.

The third electronic service is the right to reimbursement of money for purchased standard medical consumables and used materials during hospital healthcare services. If the insured, during the hospital treatment, has been told to procure medical consumables or medical material has been used, it is entitled to be reimbursed by the HIFM. Henceforth, the requests for reimbursement for medical supplies may be submitted by the insureds via electronic means, without having to visit the branch offices. Aside from the request and the transaction account, the insured will be able to attach also the discharge letter/specialist report, and the proof of payment for the used standard material.

For all electronic services, the insured may submit, through the web-portal, reimbursement request for itself or a family member insured through its health insurance.

Last year (2015), 13 885 cases for reimbursement of money for medicines have been opened, amounting to a total of 12 759 319,00 denars, and 1 046 cases for reimbursement of used supplies, and healthcare services, amounting to a total of 1 121 536,00 denars. So far, the requests for exercising the right to a reimbursement on these grounds was submitted at the teller window in the branch offices by the insureds.

The new electronic service will accomplish the following objectives:

- ✓ Simplify the procedure for submitting a request for exemption and reimbursement of excess co-payment;
- ✓ Information on the status of the reimbursement request at any time;
- ✓ Information on the reimbursement of money

Expected benefits from using the web-portal for these electronic services:

- ✓ Simplify the way of submitting documents via one's own computer
- ✓ Reducing congestion at the teller windows of the HIFM
- ✓ Informing the insureds
- ✓ Accurate and accessible information on the reimbursement of money
- ✓ Reducing the paper documents
- ✓ Using the EHC



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If an insured has been requested to purchase medicines or consumables from a healthcare institution, which should have been procured and paid by the state, then the insured may visit the Fund and be reimbursed.

The Fund remains dedicated to providing better quality healthcare services to the insureds.