



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

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## ANNOUNCEMENT

### New electronic services - electronic requests for sick leave and maternity leave and report on temporary incapacity for work

#### Incentives for insureds, businesses and primary healthcare physicians

Within the month of February, declared by the Fund as month as electronic services, today we present two new electronic services.

1. Electronic service to issue a proposal for sick leave extension (PSR) by a commission, and the report on the incapacity for work (ISR).
2. Electronic service for submission of an electronic request for exercising salary rights, rights to sick leave and rights maternity leave.

The first electronic service enables the primary healthcare physicians, by using the web-portal of the Fund, to issue proposals for sick leave extension (PSR) by a commission and the report on the incapacity for work (ISR) for their patients, via electronic means, thus replacing the current paper forms. The benefit from this electronic service will be enjoyed by the insureds and primary healthcare physicians by throwing out the use of paper for this purpose. Electronically filled-out requests for proposal for sick leave extension by the commission and the report on the incapacity for work will form an electronic database of the Fund, which will provide access for the medical commissions to this documentation. The insureds are no longer required to carry these documents in paper form to the regional offices, since the primary healthcare physicians will do it electronically.

The second electronic service is the electronic request for salary compensation in case of sick leave and maternity leave. With this new electronic service, privileges will be afforded both to the insureds and the authorized persons of the companies, and the traditional visits to the regional offices of the Fund will be replaced. It remains for the authorized person from the company submitting the sick leave request to only insert the bank account of the employee. All other documents are available in the electronic database of the Fund.

These services will close the circle of the overall process of electronic operations concerning sick leaves. The benefits will be enjoyed by all citizens requiring salary compensation and sick leave, and the companies where these people work will electronically submit a request for their employee, which was actually requested by said companies themselves and the primary healthcare physicians, in order to avoid filling-out paper forms, and have all data available via electronic means.



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The benefits will be enjoyed by all citizens needing salary compensation for sick leave or maternity leave, and by the companies at each job position, since they will electronically submit the sick leave or maternity leave requests for their employees.

These electronic services will provide highest degree of transparency because the insured or the authorized person in the company can at any time monitor the status of the request or at any time have information about the progress on the case. We deem this to be of great importance for all insureds since it gives them an opportunity to follow the process of resolving the sick leave case. We will also increase the control efficiency against the abuse of sick leave, since our controllers will have at their disposal the whole electronic database.

As a remainder, so far all documents were submitted in paper form at the regional offices of the Health Fund.

Also until now, in addition to the request for salary compensation in case of sick leave, the authorized person or the insured submitted the paper documents (ISR, proof of payment account, and request for compensation) all together at the regional office of the Fund, on the territory where he/she is employed. Now, this procedure is carried out electronically.

For the purpose of electronic submission of the salary compensation, the authorized person from the company / the insured should be registered on the web-portal of the Fund and to be authorized by the Fund. The authorisations of authorized persons from the companies are on the website for downloading, filling-out, and electronically submitting to the Fund.

[http://www.fzo.org.mk/WBStorage/Files/Obrazec\\_EL-ZO1.pdf](http://www.fzo.org.mk/WBStorage/Files/Obrazec_EL-ZO1.pdf)

The legal basis for exercising the right to salary compensation are:

1. Disease and injury outside of work;
2. Injury at work and occupational disease;
3. Treatment and medical examination;
4. Taking care of a sick child up to three years of age;
5. Taking care of sick close family member over the age of three, but up to 30 days;
6. Compulsory accompanying of a sick person referred to examination or treatment outside the place of residence;
7. Compulsory accompanying a sick child up to three years of age while at hospital treatment, but up to 30 days;
8. Voluntary donation of blood, tissue or organ, and
9. Isolation to prevent infection.

The new electronic service will accomplish the following objectives:

- ✓ Simplifying the procedure for submitting a request for sick leave;
- ✓ Information on the status of the sick leave at any time;



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- ✓ Information on the payment related to sick leave

Expected benefits from using the web-portal for electronic sick leave request:

- ✓ Simple 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 for all sick leaves
- ✓ Reducing the paper documents

To put it in numbers, in 2015 the Fund made payments to 25 000 citizens, or 2 and a half billion denars.

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