



ФОНД ЗА ЗДРАВСТВЕНО  
ОСИГУРУВАЊЕ НА МАКЕДОНИЈА

www.fzo.org.mk

Адреса: Македонија бр.5, 1000 Скопје  
Тел.: 02 3289 054  
Централа.: 02 3289 054  
Факс: 02 3289 048  
Е-пошта: info@fzo.org.mk



date: January 27, 2016

## INFORMATION

### February - month of electronic services of the Health Insurance Fund

#### Promotion of new electronic service - electronic certificates of orthopaedic devices

Health Insurance Fund of the Republic of Macedonia promotes its daily work and communication with policyholders and provides easier access to the service by introducing innovations in its operations. One of the strategic goals of the Health Insurance Fund are the electronic services which enable fast and efficient services to be available to all insured companies and health professionals. The biggest benefit of the introduction of e-services is that users will be able to use these services from their work posts, instead visiting to the counters in the regional offices of the Fund.

Today we want to inform you that the Health Insurance Fund has declared the month of February as a month of electronic services in the Health Insurance Fund. During February we will promote a set of 15 electronic services, so about 90% of our current operations and services provided by the Fund will become available electronically. This means that the services available to the citizens only by personal attendance at the counters, which were time-consuming and expensive, are now available electronically. According to the statistics and analysis made by the Health Insurance Fund, more than 1 million people or policyholders have attended the regional Fund offices in order to use some of the various types of services, and many of them asked for several services at once. Therefore, a set of electronic services which we will present during the month of February is of paramount importance to all citizens of Macedonia. Nine of the new electronic services that will promote in February are projects listed in the Work Programme of the Government of the Republic of Macedonia.

In the past we have worked dedicated to the realization of these projects and to each electronic service so the policyholders, businesses and healthcare workers can use them as soon as possible. In addition to the successful implementation of these projects as a whole we undertook some measures for education and training of our employees and for the health workers aimed at successful implementation of the electronic services. The Fund has recent years implemented a number of electronic services that significantly improved the efficiency of operations such as: Electronic automatic re-registration of low-income persons so this policyholders do not have to personally present themselves at our counters, electronic selection and change of personal doctors which is of an immense benefit for our policyholders, electronic certificate of blood-donors, software for easy exchange of electronic data among personal doctors and laboratories, electronic certificates for regular students, electronic requests for in-vitro fertilisation, electronic and automatic processing of the data processing for social contribution payments, electronic invoices for all health-care institutions which have signed contracts with the Fund.



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Health Insurance Fund in cooperation with the associations and doctors is continuously working on simplification, cutting and making easier procedures in the interest of the citizens of the Republic of Macedonia.

Today, we are announcing the first electronic service of a set of new electronic services related to policyholders who use orthopaedic devices. With this new electronic service - electronic certification for orthopaedic devices, the policyholder will not need to come to the regional offices of HIF and wait at the counters, because the specialist and primary care physician will be able to issue and verify the certificate in the office, or from their workplace. In order to exercise this right in 2015 we made 145,000 endorsements of certificates of orthopaedic devices, which means 145 thousand people came to the Health Insurance Fund. As of 02.01.2016, for all these policyholders, these services will be available electronically and they will not need to come to the regional Fund offices.

A total number of 355 types of orthopaedic devices are approved by the Fund, that is, 1373 devices from different manufacturers. All orthopaedic devices, which do not require approval by the medical commission, can be directly stamped for confirmation by the primary physician or a doctor - specialist for the policyholders who need them as of February 1, 2016. The same confirmation, stamped by the aforementioned professionals is made available for the orthopaedic companies so the policyholders having this confirmation can visit the orthopaedic company and chose and directly take the needed device.

The stamped confirmation contains all the necessary information about the policyholder, that is, information about ordering and delivery of the device, the price of the device and self-participation if any. The confirmation contains information on orthopaedic companies that have an agreement with the Fund, so the policyholder can choose the orthopaedic company of his/her liking.

This new electronic service for all policyholders who need orthopaedic devices, will apply to:

- ✓ Knee orthotics
- ✓ Upper limb orthotics
- ✓ Part of spine orthotics (one-part and two-part Shantz collar, textile lumbar corset (reinforced with metal rails), Minerva corset
- ✓ Corrective orthotics
- ✓ Orthopaedic shoes
- ✓ Orthopaedic pads
- ✓ Elastic stockings
- ✓ Canes
- ✓ Crutches
- ✓ Baby walkers
- ✓ Belt and jumpers
- ✓ Artificial breast



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✓ Other aids and sanitary devices (all kinds of diapers)

In the group of ocular devices - all kinds of devices in this group (glasses, with bifocal glasses, bifocal glasses with dark glasses, contact lenses, eye bifocal glasses with prisms, eye prostheses).

In the group of hearing aids - all kinds of stuffy hearing aids and ear channel devices

In the group of devices for speech maintenance - all types of devices in this group

In the group of dental and dental-prosthetic devices - all kinds of devices in this group

In 2015, there were approximately 218.000 endorsements of orthopaedic devices, in the estimated value of 743 million, that is, 547 million for orthopaedic companies and 196 million devices for dental prosthetics paid to dental specialists. With this new service, the Fund expects 145,000 certifications, that is two thirds of all orthopaedic devices to be made electronic, so the policyholders will not need to come to the regional Fund offices.

With this new service we will help both specialists and primary physicians to be able to see the previous confirmations and orthopaedic devices received by the policyholder and the policyholder can access his/her profile on the portal and see all the confirmations for orthopaedic devices along with the information on date and place of collection.

This novelty will be available as of February 1, 2016. Specialists and family doctors will be able to log in to the Fund portal and use a specially designed tool to electronically sign-in the requests for the required orthopaedic device. For this purpose, the Fund has conducted trainings for specialists and general practitioners, and also made a short tutorial which was sent to all doctors and health institutions the Fund has contracted.

Briefly the procedure is as follows: Once the policyholder visits a specialist and he/she is advised to use an orthopaedic device, instead of the current practice to receive a handwritten confirmation, so the policyholder will go to the Fund to certify it (and if mistaken it is returned to the specialist), now the specialists are filling-in the codes of the orthopaedic device on the Fund portal based on the diagnosis and in accordance with the medical indications set out in the Rulebook on orthopaedic devices and sign it electronically. Following an electronic verification of the prescribed confirmation, it is available on the portal for ordering and issuing the necessary device. The policyholder can now go directly to the company and collect the orthopaedic device. Alternatively the policyholder can verify his/her request in the regional Fund offices.

Eight orthopaedic devices require opinion from the Fund medical board for the following devices: scoliosis and kyphosis corsets, limb and leg prosthesis, wheelchairs, two-part or single-part urostoma systems, colostomy and ileostomy, Milwaukee brace, permanent catheter, urinary bags and urinary condoms, dippers, pads and binoculars with special glass systems (telescopic). Opinion of the Commission is necessary for early certification of dysfunctional aid, as well as repairs to the devices. Orthopaedic aids to be credited by the medical board, are



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approved annually, and then monthly, quarterly or once in 6 months by the primary physician who confirms and certifies the orthopaedic aids.

This is how the Fund increases its efficiency of services provided to insurers, health professionals and companies in real time so we have all the necessary electronic data to control and project our future work because we will have an electronic database, unlike the paper one we run currently.

Health Insurance Fund of Macedonia remains true to its commitment to provide as better health services to our policyholders.