



**Eesti
Haigekassa**



E-services in Estonian health insurance system

Tanel Ross
Estonian Health Insurance Fund
11.05.2015

Estonian Health Insurance Fund is fully committed to the continuous development of e-services

- **1,2 million customers, *ca* 70% of EE market**
- **We have legal obligation to ensure sustainability of health insurance resources**
- **We have obligation to pay for services of ensured high quality - assumption, that the quality of services is measured on regular basis**
- **We need to ensure accessibility of health care services**
- **We consider our obligation to support the development of health care system**

Over 10 years of health insurance e-services development

- E-billing system – 2004 (5 million invoices p.a.)
- Health Insurance Data Exchange – 2005
- Supplementary compensation for pharmaceuticals – 2006
- European Health Insurance Card – 2007
- Other health insurance e-services for citizens in Governmental Citizen Portal (www.eesti.ee) – 2005-2010
- ePrescription – 2010 (10 million prescriptions p.a.)
- eTVL (electronic sickness benefit system) – 2012-2015 (340th claims p.a.)
- Plus interoperability (e.g. insurance eligibility, prescriptions) with govt e-health system (e.g. patients' gateways)

The development of e-services has become an increasingly important factor for ensuring the quality and accessibility of health care services

E-prescription system development

- **Pharmaceutical interactions to minimize risks for multi-medication**
- **Availability of patient data to evaluate and manage active and ongoing treatments to avoid underuse, misuse or overuse of drugs**

Better e-services for hospitals

- **E-invoicing**
- **Quality measurement**
- **Management of contracts (financial and general part) – more flexible data exchange and availability**

The development of e-services has become an increasingly important factor for ensuring the quality and accessibility of health care services

Electronic sickness benefit system development

- information available to employer from the beginning of the sick leave

EHIF's internal management and control system interface (budget and contract planning and execution using new analytical and visual tools)

E-consultation – a potential medical service

- Consultations between doctors throughout different care settings
- Possibility to differentiate waiting times according to medical need
- Optimizing health care system (i.e. avoiding unnecessary tests)

Plus contribute to e-referrals' project by govt e-health system

THANK YOU!