SUPERINTENDENCIA
DE SALUD
Subdepartamento de Fiscalización de Beneficios

INFORME DE FISCALIZACIÓN FB N° 82

ANT.: Solicitud de Fiscalización de Casos de Reclamos 2023 correspondientes al FONASA.

MAT.: Resultados Fiscalización Reclamos en Materia de Licencias Médicas FONASA.

SANTIAGO, 11 de abril de 2024

INTRODUCCIÓN

En atención a los nuevos lineamientos entregados, respecto a la modificación del programa de trabajo para el año en curso, se programaron fiscalizaciones focalizadas en las materias más reclamadas durante los años 2022 y 2023, con el objetivo de resguardar a las personas beneficiarias, en el correcto otorgamiento de los beneficios por parte de las entidades aseguradoras y prestadores de salud.

Para estos efectos se analizaron presentaciones efectuadas por los usuarios de materias previamente seleccionadas, los cuales fueron remitidos por el Subdepartamento de Admisibilidad y Verifica Cumplimiento.

En cada caso se analizó la presentación efectuada por la persona usuaria, los cuales fueron evaluados para determinar si la aseguradora o prestador de salud, según corresponda, cumplió con la normativa que regula cada materia.

Se evaluaron **20** reclamos FONASA en tema de Licencias Médicas con únicos números de ingreso, los que fueron analizados según los documentos ingresados en cada expediente, además fueron revisados en los archivos maestros de esta Institución en las siguientes tablas BRIO:

- Val licencias médicas cir69
- Val licencias tramitadas cir69
- Lme licencias medicas

Adicionalmente se evaluaron los casos en el sistema informático de la COMPIN, con el fin de complementar información que se encontraba con alguna inconsistencia o en forma parcial en nuestros archivos.

RESULTADOS FISCALIZACIÓN RECLAMOS EN MATERIA DE LICENCIAS MÉDICAS FONASA

Los resultados obtenidos para estos reclamos se exponen a continuación:

De los **20** Casos de Reclamos Fiscalizados en materia de Licencias Médicas FONASA, estos corresponden a **343 Licencias Médicas** emitidas por prestadores y derivadas al seguro público, al no existir antecedentes suficientes en cada expediente analizado, se consideraron todas las Licencias médicas informadas por el COMPIN desde el año 2020 en adelante, de ellas, el dictamen final de la COMPIN fue:

- **283** licencias médicas evaluadas, fueron autorizadas por la COMPIN.
- **50** de ellas, fueron rechazadas por dicha Institución debido a que no contaban con derecho a subsidio.
- **4** se encuentran pendientes la Resolución de Contraloría Medica COMPIN.
- **3** se encuentran reducidas.
- **3** se encuentran sin Resolución a la fecha.

Estos 20 casos fueron enviados al Subdepartamento de Resolución de Conflictos para las gestiones correspondientes y cerrar el caso.

El detalle de los casos representados se representa en la siguiente tabla:

Nº Caso	Datos Superintendencia de Salud		Respuesta COMPIN						
	Nº Ingreso Reclamo SIS	Nombre	Número de Licencia Médica	Fecha Licencia Médica	Resolución COMPIN	Fecha Resolución COMPIN	Dictamen Final COMPIN	Fecha Ultimo movimiento COMPIN	Derecho Subsidio
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N° Caso	Datos Superintendencia de Salud		Respuesta COMPIN						
	N° Ingreso Reclamo SIS	Nombre	Número de Licencia Médica	Fecha Licencia Médica	Resolución COMPIN	Fecha Resolución COMPIN	Dictamen Final COMPIN	Fecha Ultimo movimiento COMPIN	Derecho Subsidio
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N° Caso	Datos Superintendencia de Salud		Respuesta COMPIN						
	N° Ingreso Reclamo SIS	Nombre	Número de Licencia Médica	Fecha Licencia Médica	Resolución COMPIN	Fecha Resolución COMPIN	Dictamen Final COMPIN	Fecha Ultimo movimiento COMPIN	Derecho Subsidio
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N° Caso	Datos Superintendencia de Salud		Respuesta COMPIN						
	N° Ingreso Reclamo SIS	Nombre	Número de Licencia Médica	Fecha Licencia Médica	Resolución COMPIN	Fecha Resolución COMPIN	Dictamen Final COMPIN	Fecha Ultimo movimient o COMPIN	Derecho Subsidio
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N° Caso	Datos Superintendencia de Salud		Respuesta COMPIN						
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N° Caso	Datos Superintendencia de Salud		Respuesta COMPIN						
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SUPERINTENDENCIA DE SALUD
Subdepto. de Fiscalización de Beneficios

Fabiola Soto Farías
Coordinadora Subdepartamento de Fiscalización de Beneficios

Reg. Nº 236/2024
Distribución:
- Subdepartamento de Fiscalización de Beneficios