



## ANNUAL BALANCE

# Silvestre calls for better information about the reimbursement system

The defender of the affiliate asks that the CASS and the doctors coordinate to avoid misunderstandings

Almost 80 of the 163 cases dealt with in the 2022 report were claims for discrepancy



ARXIU ANA

►► The entry of the CASS.

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The defender of the member of Andorran Social Security Fund (CASS), Judith Silvestre, calls for the implementation of joint work between the parapublic and referring doctors to be able to offer better information to the insured. This demand comes as a result of the 2022 report that Silvestre presented on Tuesday, where most of the topics discussed are related to the dissatisfaction of the affiliates due to the lack, either total or partial, of the reimbursement of medical procedures. «If the CASS improves in relation to this aspect, but we find that the doctors do not give the correct information, we

will continue to have a table that resist», pointed out Silvestre.

In this sense, the defender of the affiliate explained that she is not sure that the parapublic will explain what it means to have a travel referral note outside the preferential procedure, and added that before the associates go to the CASS to request this displacement, «the information work should be done by the doctor» to warn that if the preferred procedure is not followed, the reimbursement will be 33 and not 75%. For this reason, the dossier that he presented, and in which a total of 163 interviews were carried out, the majority of cases (79) were due to discrepancies with the social security resolution.

«It has already become clear that



**JUDITH SILVESTRE**  
DEFENDER CASS AFFILIATES

«If the parapublic improves this aspect, but the doctors do not, we will continue to have a table that resist»

you need a referral to go to the specialist, and it is who, if he considers it, will refer you outside the country». The problem, then, comes when this procedure is skipped. Thus, «we must make sure that the insured really knows what the action will mean depending on which

referral he makes, as well as knowing what to do to avoid the reduction in reimbursement», she commented.

In addition, Silvestre commented that «the role played by the affiliate is also important». «I'm finding that once the affair exists that's when they come to ask for explanations and solutions», she lamented. Thus, she considered that «perhaps we should get ahead of the situation» in order to avoid it.

The dossier also shows that a total of 27 files correspond to complaints: 11 for considering that the necessary or correct information has not been received, nine for the treatment received, mostly from the health control area, and seven for the delay in resolve requests or

## the keys

### 1 dissatisfaction with the resolution

A total of 79 cases have been dissatisfied because they consider that they have been reimbursed an amount lower than what should have been paid.

### 2 requests for information

Regarding this aspect, there are a total of 57 files that have requested more information regarding their particular circumstances.

### 3 complaints on various topics

Out of 27, 11 have been for considering that the correct information has not been received, nine for the treatment received, and seven for the delay in resolving requests.

refunds. In this way, «the fact that complaints continue to exist means that there is work to be done and to improve», especially when it comes to notifying resolutions «in an empathetic way» and applying active listening.

With regard to the last aspect of the report, it can be seen that the last 57 cases out of 163 were for requests for information, doubts mostly resolved during the interview with the defender. In relation to this, she considered that the service «is clear that it works because otherwise many demands would not reach me».

Finally, Silvestre assured that «there are many members who do not know the figure of the defender», and that to solve this it is necessary to «make this service more known», «inform the member more», and create a protocol so that all complaints made in other departments reach the ombudsman, a fact that will initially be implemented this year. ≡

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# «Aviation is getting closer and closer to 'low cost', everyone wants profits»

**LAIA CASTELLS** First Andorran commercial airline pilot

**POL FORCADA QUEVEDO**  
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Laia Castells was born in Andorra 23 years ago. In her teens, she entered an airplane cabin and was mesmerized, and from that moment she decided she had to learn to fly one. And so it was, after completing her university degree at Cesda in Reus, she became the first Andorran commercial airline pilot.

**–First Andorran commercial airline pilot in history. How does it feel?**

– It's an honor, to be honest. Especially because it is not a very common profession in Andorra, not even for men. I hope there may be more in the future.

**–What is the day-to-day life of a pilot like?**

–Normally we work five days and then rest for four, and during these working days, we alternate between mornings and afternoons. When it's time to go in the mornings, for example, the first flight leaves around 05:00, we do between two and four flights a day, and then it's back home.

**– Is aviation a career with a fast start?**

–Depends on the season you end up in, you can be more or less lucky. There are people who came out in times of crisis and who have never dedicated themselves to it because there was no work. Also, with covid many companies did not hire pilots. It has been a tough period for aviation, but I was lucky that a company hired me and now I can dedicate myself to it.

**–Is it a man's world? In a 2020 study by the International Federation of Airline Pilots, only 5.26% were women and 1.42% were captains.**

–Yes. In fact, since I started studying until now I have not flown with a woman, not even during the instructions. Of course, I have had teachers who have taught me on land.

**–Related to this, have you suffered difficulties?**

–I haven't noticed any and I've been able to progress in the same way



►► Castells inside an airplane cabin.

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«It's a man's world. Since I started studying until now I have not flown with a woman, not even in the instructions»

as any other teammate, and I'm very happy about that. I thought I would have more difficulties and it has not been the case.

**–In this sense, do you think that a stronger bet should be made to be able to incorporate women?**

– By ourselves we will be incorporating. We are worth the same as men and little by little we will fight for our place.

**–Is it an easy job to combine with family reconciliation?**

– Well, no. If you want to be a pilot you have to consider flexibility and maybe you are close to home as you have to go for months, or even years, away. This is an aspect that

must be considered long before entering this world. It's a lifestyle and you have to accept that you'll often be away from your family.

**–Regarding the psychological issue, how important is it?**

– Very much, I think that they give us very strong tests in this aspect. We must be healthy both physically and mentally because it can be very dangerous if someone is not in good psychological condition. It is a very great responsibility and power that we have in our hands.

**–Do you have to pass tests periodically?**

–We go through them annually: physical, medical and psychological to see that we are well.

**–Just remember the case of Germanwings in 2015. Is one a year enough?**

– I think so, but from my point of view the hardness of these should be increased, I don't have the feeling that it is a hard enough filter.

**–Sustainability and the environment are also a very discussed aspect. What progress is there in this regard?**

– Every time they try to improve airplane models so that they don't pollute as much, as well as using fuels other than oil such as helium or electricity. However, these technologies have not yet been put into practice and now what they are doing is changing the designs of the planes to try to make them consume less and make the engines more efficient.

**–To what extent does the objective of sustainability and energy efficiency affect your work? For example using the plane in a certain mode to reduce fuel consumption?**

–They make us fly at a specific speed to try to consume as little as possible, among some other aspects.

**–Can we foresee a future with electric planes?**

–In fact, they already exist and are used with 100% electric motors. At the moment it is only used for training, but this shows that it is possi-

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«Being a pilot is a lifestyle and you have to accept that you will be away from your family. Flexibility must be taken into account»

ble and that work is being done so that in the future it will be possible to fly like this with commercial aircraft. Of course, we need to find a way to do it efficiently, the device used for the classes only has an autonomy of one and a half hours.

**–Air transport seems to be used more and more: lower prices, more destinations... But, on the contrary, it has been losing comfort.**

–Exactly. Many pilots say that the aviation of yesteryear has been lost. You can see that they even welcomed you with champagne (laughs). You paid more, but you had all the comforts that you don't have now.

**–So where does the future of the sector go?**

–I think that it is getting closer and closer to low cost, since everyone wants to get the maximum profit. We will not go back to the way things were before unless specific companies are created.

**–From your point of view, do you think Andorra needs an airport?**

–No. It is also a very small and quiet country. If it were to be built, it would first have to be taken into account that the environmental impact would be very large, then the noise would end the tranquility, and taking into account the weather conditions I don't know if it would be the ideal place. I consider that La Seu d'Urgell one is enough. ≡

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