

Editorial

The SHIF has continued to be busy these past few months. As announced by the Director General on 13 May, we have started implementing the recommendations of the 2015 Working Group on the SHIF, many of which related to increasing the staff and funding improvements to our IT system. The IT improvements are well underway, and even though some of the improvements in the SHIF Secretariat may not be visible to you, other improvements aimed at improving our service will be – such as increasing the number (and geographic region) of direct payments for hospitalisations or the creation, by next year, of an insured person's personalized self-service access which will allow you to print out certificates of insurance coverage (and, in the case of retirees, certificates of contributions paid), to consult your dental and optical credits, and to print your reimbursement advice, etc... Until then, we will continue to improve our customer service and reduce the time it takes to be reimbursed.

I take the opportunity in this Newsletter to remind you that since April, the SHIF Reception desk is now open every morning from 10:00 a.m. to 11:00 a.m. in addition to our daily afternoon hours from 2:00 p.m. to 4:00 p.m. The Reception desk is in office 3-55 or you may also call +41 22 799 88 18 during those hours.

There have also been changes to certain internal procedures to improve controls and reduce risk. While most of these will be invisible to you, one which is visible is that we have done away with claims processing by alphabet group. Requests for reimbursement are now distributed to claims adjusters based on date received. At the same time, we have revised how we deal with fast-tracked claims and only those claims representing hospitalizations are treated with priority, which allows us to get you reimbursed quickly for a costly hospitalization but does not delay the reimbursement of “normal” claims by other insured persons. So if you have presented several claims but only one has been reimbursed very quickly, it was because we considered that the claim should be fast-tracked. These changes required a major reorganization in the SHIF but it allows us to have standardization in reimbursement periods for all insured persons, avoids familiarity between a claims adjuster and an insured person (a change implemented upon recommendation from the internal auditors) and enables the SHIF to better manage absences. Consequently, we ask insured persons who have questions concerning their reimbursement advice (or any other matter) to no longer contact SHIF staff directly but to come to the Helpdesk (if you are in the HQ area) or to send an email to SHIF@ilo.org. Your email will then be redirected to the person best suited to answer it.

Last but not least, the new insurance cards promised earlier this year have been mailed to all insured persons. If you have not yet received this new card, please contact the Secretariat so that we can look into the reason why this is so. Once you have received your new card, you may destroy your old card or return it to us.

Florian Léger, *Executive Secretary*
03 August 2016

The word of the Management Committee

The Management Committee would like to use this Newsletter to begin establishing a more regular communication with the insured persons.

A new actuarial study of the SHIF is about to be launched. The SHIF Regulations call for a study at least once every three years and the most recent study, on which the increase of the contribution rate was based, is exactly three years old. The Committee hopes that the results will be available before the end of the year.

As mentioned recently in Circular SHIF/16/2, the Management Committee decided, at its meeting of 11 May 2016, that the effect date of the contribution rate increase will be 1 January 2017. The decision was based on technical reasons linked to the implementation of that measure as well as for reasons of equity between retired insured persons and active staff members.

The Management Committee has decided to hold a general meeting of insured persons on Thursday, 29 September. The agenda will soon be sent together with the invitation but the Management Committee suggests that you already mark the date on your calendar! The financial situation of the SHIF, work of the Management Committee and projects of the SHIF Secretariat will be among the agenda items.

The Management Committee would also like to recall that it had encouraged and supported the adoption of preventive measures aimed at the detection of certain diseases whose prognosis often depends to a large extent on early diagnosis and treatment. These measures have been detailed in several recent communications from the Secretariat. Not only are these measures in the financial interest of the Fund, but more importantly in the best interest of the health of its insured persons and the Management Committee takes this opportunity to invite all insured persons to use these preventive measures. An ounce of prevention is worth a pound of cure.

New SHIF reimbursement form

As already announced, the new Claim for Reimbursement (ILO 937) form has been available for several weeks now. It had become necessary to change the old form in order to take into account the new code 8 on preventive measures that went into effect on 1 January 2016, as well as to edit some outdated information, such as the currency code. The colour of the form has changed from blue to green and you will find instructions on how to fill it out on the front of the form and other important information on the back. The biggest change is that you no longer need to separate your invoices by type of service – simply write the type of service in the first column. This allows the claims adjuster to identify more easily the appropriate treatment code, and does not limit the insured person by the number of predefined lines per treatment code as in our old form.

The early feedback we have received concerning this new form has been very positive.

An electronic version of this form will soon be available on our website (www.ilo.org/shif), and will replace the current electronic version which does not work well with some internet navigators.

ILO STAFF HEALTH INSURANCE FUND – CLAIM FOR REIMBURSEMENT
BIT CAISSE D'ASSURANCE POUR LA PROTECTION DE LA SANTÉ DU PERSONNEL – DEMANDE DE REMBOURSEMENT

Leave blank – Laisser en blanc

Full name of patient: Nom du patient
Surname: Nom
First name: Prénoms
Relationship: Lien de parenté

Full name of insured person: Nom de l'assuré(e)
Surname: Nom
First name: Prénoms
Personal number: Numéro personnel

Please read the following carefully:

- Use a ballpoint pen and print firmly.
- Use a separate form for each person.
- Use only one line per bill, specifying the type of medical service (e.g. doctor's services, hospital stay (please include type of room – common ward, semi-private, private), psychiatry, psychoanalysis or psychotherapy, medications, optical appliances (lenses, frames), etc.).
- Staple the ORIGINAL (dated) bills, payment receipts and prescriptions behind this form at the same order you have listed below. Bills in languages other than English, French, Italian or Spanish must be accompanied by a translation.
- More information can be found on request as well as on our website: www.ilo.org/shif

Bills attached for (please specify) Factures annexées (veuillez préciser)	Year Année	Currency Monnaie	Amount paid Montant payé
Hospitalization in semi-private room	1 6	C H F	8 8 0 7 3 0
Doctor's services	1 6	E U R	2 3 0 0
Psychology session(s)	1 6	U S D	8 0 0 0

Please de lire attentivement ce qui suit:

- Ecrire au stylo à bille en utilisant fermement.
- Utiliser une formule par personne.
- Utiliser une seule ligne par facture en précisant le type de service (ex. honoraires de médecin, frais de séjour en hôpital ou en clinique (y compris le type de chambre – commune, semi-privée, privée), psychiatrie, psychoanalyse ou psychothérapie, médicaments, appareils optiques (verres, montures), etc.).
- Aligner les ORIGINAL des factures datées, reçus de paiement et prescriptions derrière ce formulaire dans l'ordre de service sur le formulaire. Les factures rédigées dans une autre langue que l'anglais, l'espagnol, le français ou l'italien doivent être accompagnées d'une traduction.
- Vous trouverez davantage d'informations au dos du formulaire, ainsi que sur notre site Web: www.ilo.org/shif

Bills attached for (please specify) Factures annexées (veuillez préciser)	Year Année	Currency Monnaie	Amount paid Montant payé
Hospitalization in chamber semi-private	1 6	C H F	8 8 0 7 3 0
Honors of medicine	1 6	E U R	2 3 0 0
Sessions of psychotherapy	1 6	U S D	8 0 0 0

Bills attached for (please specify)
Factures annexées (veuillez préciser)

Year
Année

Currency
Monnaie

Amount paid
Montant payé

SHIF is used to act as: La CASP doit agir comme

Primary insurance OR Secondary insurance
Première assurance OU Deuxième assurance

This claim arises from: Cette demande provient de

Sickness (+ maternity) Maternity (+ maternity)
Accident Accident

Service incurred? Imputable au service?
Third party liable? Tiers responsable?

I confirm that the amounts in respect of which benefit is claimed are payable in full, and that full settlement has been procured on any discounts and on any payments received or expected to be received from other sources.
Je déclare que les montants des factures sur lesquelles portent les sommes réclamées sont payables en totalité et que j'ai obtenu tous les remboursements convenant des rabais ou des paiements reçus ou à recevoir d'autres sources.

Date _____ Signature _____

ILO 937 - 01.15 ORIGINAL KEEP second page – GARDER la deuxième page

Verified by
Vérifié par _____