



### THANK YOU!

Dear SHIF Insured,

It is not uncommon for the SHIF to receive thanks – whether in person at the reception desk, in the form of a letter or email, or by telephone.

This time it is the whole SHIF team joining me to thank you. First of all for the massive response to the satisfaction survey that we carried out between 12 September and 1 October with the help of col-

leagues in the Business Innovation Unit. We received 1'786 responses – this is nearly one third of active staff and more than half of the retirees for whom we have a valid email address. This proves the importance the SHIF is for its insured! Next, thank you for having evaluated in a positive way overall the services provided by the SHIF. And finally, thanks for taking the time to write more than 1'600 comments! We are analysing them and they have already given us a number of ideas that we will put in place in the future. The survey also confirms the areas we should continue to improve, such as quicker claims settlement or the quality and timeliness of answers to your questions. The first results are available on our website and detailed results will be published soon. Until then, the entire SHIF team sends you best wishes for a **Happy New Year!**

**Florian Léger**  
Executive Secretary  
18 December 2019



#### The SHIF Team

Left to right: Raoul Roque, Bojan Kochankovski, Jane Mberu, Catherine Perrin, Catherine Flache, Florian Léger, Catia Dos Santos Machado, Corinne Michaud, Aline Vuillez, Julien Decultot, Laurence Pialoux, Emma Hamilton, Heather Harris.

### REMINDER

The conditions for remaining voluntarily insured by the SHIF for children who are no longer dependant are: to be under 30 years old, to be unmarried, and to not have a regular full-time job. It is difficult for the SHIF to carry out systematic checks so we also count on you to inform us of any changes in your children's situation.

## SHIF ONLINE AND REIMBURSEMENTS

Although the retirees, who are a large group of our insured, will only have access to SHIF Online after the beginning of 2020, we still felt it important to take stock of SHIF Online since its launch a few months ago - all the more so because it represents a major change in the way the SHIF works.

Some of you have expressed dissatisfaction that claims settlement is not faster. It is important to take the time to explain why.

The first reason is that each year we receive more claims than the previous year and it is difficult to anticipate how many invoices we are going to receive. We knew that with SHIF Online the number of claims received would increase, as the submission process has been made easier, but we did not anticipate that it would be so successful! By year end there will be an increase of 15% in the number of claims settled compared to 2018 and a 5% increase in the number of invoices!

It is also true, as some of you have noticed, that we had some performance issues with SHIF Online between mid-August and mid-October, which impacted on the SHIF's productivity. These issues have now been resolved and we are working hard to finish the year with the shortest possible turnaround time.

Many of you mentioned in your survey comments that you would like to have a better idea of how

long your claims will take to be reimbursed, and we are studying how we can provide you this information via SHIF Online. This would still only be an estimation, as turn around time can vary from one period to another throughout the year.

On the other hand, certain features of SHIF Online were implemented with our full knowledge of what is necessary for the SHIF colleagues to better serve you and we will not be taking up some of your suggestions. For example, the limitation of 5 invoices per claim encourages you to submit your claims regularly and means you will be reimbursed earlier than if you hold on to your claims. It also allows us to gain in productivity - not just through better system performance but also faster claims settlement for our claims adjusters: fewer number of invoices per claim means we are less likely to be interrupted in the middle of settlement which in turn reduces the risk of errors. The same applies to limiting claims to one currency. Not only does this make claims settlement easier, it avoids having to control the currencies and reduces errors.

We are already working on the development of SHIF Online version 2.0. One of the new features in that version will be the ability for you to download your insurance certificates. For the rest, you'll have to wait patiently for when we are ready to tell you more. But for the time being, our priority is getting access to SHIF Online for retirees!

## SOME RECOMMENDATIONS ON SUBMITTING SHIF ONLINE CLAIMS

Most of you submit your medical bills correctly in SHIF Online. Nevertheless, every day we are forced to reject dozens of claims for a variety of reasons. We therefore ask you to consult the SHIF Online guide: <https://intranet.ilo.org/apps/shif/en-us/Pages/howto.aspx> and to watch the video tutorials before submitting your claim.

Even though you have the possibility to submit up to three attachments for each invoice (such as a prescription or a proof of payment in addition to the invoice), you are not required to do so; you can also submit a single attachment which includes the medical invoice, prescription and proof of payment (all in the same PDF file). The system was designed to allow the possibility of multiple attachments for when the attachment is large (the maximum attachment size is 5 MB) or to facilitate the submission of a claim by using a smartphone, where a separate photo is taken of the invoice, proof of payment and prescription.

We remind you to take note of and accept the conditions for submitting your claim via SHIF Online (see the blue box in SHIF Online). We also remind you:

- Not to add up your invoices
- Verify that you have not already submitted an invoice before submitting it (use the "My invoices" tab to check)
- Check the quality of the scan of the attachments (and that the entire document is scanned)
- Systematically attach the prescriptions with each invoice for medications, functional rehabilitation or psychotherapy.

When writing to us, please remember to always include your SHIF number and if possible, the number of your SHIF Online request.