



▶ **SHIF  
Newsletter**

N°1 / 2020

# Edito

## ▶ During the confinement, the SHIF stays by your side

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Dear SHIF insured,

Will the world of tomorrow be different from the world of yesterday? Today, nobody has the answer to that question, the current crisis having taken us all by surprise by its scale, its speed and its difficulty. Since mid-March, the SHIF team has given its all to continue to provide you with the service you expect. Fortunately, modern means allow us to work from home almost as if we were in the office, so from one day to the next we continued on with our work without interruption. We transferred the telephone numbers in the SHIF Reception and the SHIF Secretariat to mobile telephones so that we could answer your calls. We of course continue to reply to your emails, and claims for reimbursement continue to be settled and benefits paid. Thanks to the high number of claims settled in the first quarter (and a decrease in the number of claims received since the start of the crisis when some countries closed their postal services or restricted routine medical treatments), we are currently settling our claims in record time! We have also managed (with the help of our colleagues in INFOTEC) to move up the launch of SHIF Online to retirees (more on that below) and to work on a number of other IT improvements. The SHIF Medical Adviser continues to review files as always. Only the dispatch of the reimbursement advice has been delayed during this period, but we have found a solution and slowly but surely this too is returning to normal. The SHIF colleagues were up to the challenge and I thank them!

It is, however, far too early to measure the impact the pandemic has had on the SHIF and its insured. After several weeks during which most insured had to forego non-urgent care, how and at what pace our insured will now seek medical treatment, and what will be the short-term impact on the health of those who had to forego their non-urgent care (and where was the line between urgent and non-urgent care drawn)? As for the impact on the SHIF's financial situation, it is even more risky to start making predictions.

Finally, it is important to confirm that the SHIF will reimburse all treatments and care related to COVID-19, including any test prescribed or performed by a doctor, according to the applicable provisions under the SHIF Regulations and Administrative Rules.

Now more than ever, I wish you and your loved ones good health!

**Florian Léger**  
Executive Secretary  
2 June 2020

## ► SHIF Online is now available to retirees

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SHIF Online was launched to retirees this May, exactly one year after its launch to active staff. Although the launch took longer than expected, it should be noted that it is the first time the ILO has given access to its Intranet to a category of “external” people, which required significant IT development. In addition, it should be recognized that INFOTEC has developed an external account creation system which is not only very secure but also very easy to use, as the vast majority of retirees who have already created an account can attest!

If you haven't already created your account, it is now time to do so. If you have received this Newsletter only in hardcopy, and not electronically, it is because we don't have your current email address. Please provide this to us by emailing [shifonline@ilo.org](mailto:shifonline@ilo.org).

## ► Coming soon: a network of providers for the regions

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The SHIF has been working for over a year on the conclusion of a service contract with an external partner for access to a network of healthcare providers in Africa, Asia, Latin America and the Middle East. This contract comes following the conclusion of a competitive bidding process, undertaken in conjunction with the WHO and under the leadership of UNOG. The network will include generalists and specialists, laboratories, pharmacies, dentists and of course medical clinics and hospitals. The objective is to facilitate access to healthcare for our insured persons in these regions, while benefitting from negotiated rates. For in-patient hospital care only, a direct payment agreement can be sent to the network clinics and hospitals. Information concerning how the network works will be communicated to you in the coming weeks.

## ► A reminder for users of SHIF Online

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Thanking you for the confidence you have placed in the new system, we remind you that you must keep the originals of your medical invoices for five years after submitting them via SHIF Online. The SHIF has started to carry out checks at HQ and in all other duty stations and we may ask you at any time to send us the original invoices and other documents in order to validate your reimbursement. These checks are part of the SHIF strategy on quality assurance and fraud prevention.

## ► SHIF management committee elections

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Once again it is an election year for the SHIF, and this autumn you will vote for who will represent the insured persons on the SHIF Management Committee. Given the current world situation, the Management Committee has decided to bring forward the various stages of preparation for the election. The Management Committee is composed of six titular members and six substitute members, with an equal number of members representing the insured persons and the Director-General of the ILO. It is therefore six members (three titular and three substitute) that you need to elect. The mandate is for three years from 1 January 2021 to 31 December 2023.

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