

Guide to SHIF Online

What are the advantages of SHIF Online?

SHIF Online offers the following advantages:

- Simplified and rapid submission of your claims.
- Secure and confidential data.
- Accessible anytime, anywhere, on any kind of device with internet access, and in English, French or Spanish.
- Track the status of your claims.
- Consult your dental and optical credits.
- Archive of claims and invoices for the last 10 years, easily searchable by date, amount, patient.

Does SHIF Online replace the paper-based claims?

No, it is simply an alternative to submitting paper claims. But we strongly encourage you to use SHIF Online because it is a more efficient and faster way to submit your claims.

Important: Claims made in SHIF Online should not be resubmitted on paper.

If you choose to not use SHIF Online and to continue to submit your claims using the paper form, your claims will be visible in SHIF Online once they have been settled by us.

So what are the major differences between paper-based claims and SHIF Online claims?

If you opt to submit a paper-based claim, there is no change: you will send us a duly completed paper claim form with all original invoices, prescriptions and proofs of payments attached behind the form in the same order that it has been filled out; 1 line per bill. Once we have settled your claim we will keep it in our physical archives for 10 years. You can still go into the SHIF Online portal to get certain information about your settled claims as well as the amount of your dental and optical credits.

If you submit a claim via SHIF Online, you will upload your invoices, prescriptions and proofs of payment in order to submit your claim through the portal. **You then must keep the originals in your files for a period of 5 years in case we need to see them.**

Watch the videos before you submit your first claim

General presentation: <https://youtu.be/dlZKyLJOdYg>

How to submit a claim: <https://youtu.be/SjAuYq1q1yg>

How does SHIF Online work?

SHIF Online is accessible on any kind of device with internet at shifonline.ilo.org with the regular ILO login for staff and with a dedicated login and secure password for retirees. SHIF Online is personalized, and will include only information about you and your insured dependants.

Before you start: Separate your invoices first by patient and then by currency of invoice.

Scan or photograph your documents, so they are ready to upload. Your documents can be in any of the following formats: jpeg, jpg, png, xls, xlsx, doc, docx ou pdf.

Check the quality of your scan that and the document is the right side-up. Do not put more than one invoice in the same scan or document.

One insured person per claim: All invoices in same claim must be for the same patient.

One currency per claim: All invoices in the same claim must be in the same currency.

Maximum 5 invoices/bills per claim:

- Do not add several invoices together
- Do not separate invoices by treatment type. Just select the treatment type you believe is predominant. If necessary, we will reallocate your invoice according to our rules.
- You can include up to 2 additional attachments (including prescriptions and proof of payment, for example) for each invoice. Each attachment can be up to 5Mb.
- Prescriptions for medicines or functional rehabilitation should always be an additional attachment to the pharmacy receipt or physio invoice. Please attach renewable prescriptions each time.

Save or submit: You can submit your claim or save it as draft and finalize it later. If your internet connection is weak, you may want so save your claim after each invoice you have attached.

Confirmation: Once you submit your claim you will receive an e-mail notification. You will receive an e-mail if anything in your claim is rejected. Please read the remark and when necessary resubmit a new claim. You will also receive an e-mail once your claim has been settled.

Can a claim for secondary insurance be submitted via SHIF Online?

No, these claims **must** be submitted in paper form.

Don't forget SHIF rules haven't changed

- Invoices older than 21 months are not reimbursable. Only scans or pictures of original invoices are accepted. Scans or pictures of copy conform bills and duplicatas are not accepted.
- Dental treatment, optical appliances and hearing aids are not reimbursable in your first year of coverage.
- Consultations with a psychologist require a referral from a medical doctor and are subject to annual limits.
- Not all prescribed medicines are reimbursable. Please check pages 41, 64 and 65 of the SHIF Regulations and Administrative Rules for details.
- Invoices in languages other than English, French, Italian or Spanish must be accompanied by a translation

Any questions?

Contact SHIF Online at shifonline@ilo.org.