



# Edito

## ► 2021, a better year?

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Dear insured,

It is difficult in the start of the year to wish you a happy new year, as 2020 has been so trying and 2021 has started out with still so much anxiety. The SHIF remains by your side and we continue to strive to provide the best possible service.

Concerns about COVID-19 persist. I explained in the last Newsletter that the SHIF reimburses all the treatment and care related to COVID-19 including all tests prescribed or carried out by a physician, according to the same rules as those applicable under its Regulations and Administrative Rules. It should be noted that tests carried out for administrative or personal reasons are not reimbursed. It should also be added that serological tests are not reimbursed either. All international insurance companies apply the same rules.

In addition, although it will likely be free of charge in a number of countries, the Management Committee has added the vaccine against Coronavirus to the list of vaccines reimbursed at 100% (the cost of the medical act or nursing act, if billed separately from the vaccine, is reimbursed at 80%). We have published an information note on vaccination that you can find at this [link](#).

Since the beginning of the crisis, our work in the SHIF has been made more complicated, among other things by mandatory teleworking. We have never received so many questions, obviously related to COVID-19 but also on many other subjects, via our various electronic mailboxes and by telephone (please respect as much as possible the usual working hours of our colleagues who answer the telephone calls from home), and this has significantly increased our workload.

After a lull in the number of claims received in April/May, which allowed us to reimburse you in record time, the number of claims received once again returned to its normal rate and has even exploded in recent months. We are doing everything we can to reimburse you as quickly as possible. More than ever, we ask that you submit your claims electronically via SHIF Online whenever possible (except of course secondary insurance claims which must continue to be submitted on paper). By doing so, you are helping us and everyone's reimbursement to be made quicker.

A final word to reassure you, the financial situation of the SHIF remains excellent, admittedly with high uncertainty, in particular due to the impact of the pandemic which is still unknown...

Let's remain optimistic all the same!

Florian Léger  
Executive Secretary  
March 1, 2021

## ► Elections to the SHIF management committee

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The result of the elections for the representatives of the insured to the Management Committee have recently been published and can be found at this [link](#). Congratulations to the newly elected officials! The suspense was not unbearable, with six candidates running for six seats. Nevertheless, we can be disappointed with the low rate of participation (18%), in particular that of active staff (14%) for whom the vote was electronic. The participation rate of retirees was 25%.

## ► A virtual general meeting

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The first SHIF General Meeting held virtually took place on 8 December 2020. More than 130 insured – active staff and retirees worldwide – participated in the meeting. This format, making it easier for all insured wherever they were located to participate, will undoubtedly be reused in the future. If you were unable to participate, the Executive Secretary's presentation is available on the SHIF website by clicking on this [link](#). The video is also available on our website; you can access it by clicking on this [link](#).

## ► Network of healthcare providers for the regions

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As announced in the last Newsletter, the SHIF has been offering a new service to improve and simplify access to health care in Africa, the Arab States, Asia, and Latin America and the Caribbean.

The SHIF has contracted with an internationally known company to provide access to a vast network of healthcare providers in these regions. The goal is to facilitate access to healthcare for insured person in these regions, while benefiting from negotiated rates. Please contact us as soon as possible for any non-emergency hospitalization so that we can send a guarantee of payment (GOP) in time for your hospitalization. The list of network healthcare providers is accessible via SHIF Online from a new tab "Healthcare Providers". More information can be found by clicking on this [link](#).

## ► Reminder for SHIF Online users

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We are receiving more and more invoices that have already been submitted (and therefore already reimbursed). We ask that you check carefully before submitting an invoice via SHIF Online. The "My Invoices" tab makes it easy to see if an invoice has already been submitted. We also suggest that you make a note on the original invoice that it has been submitted in order to avoid this kind of error. A lot of our time is lost checking these double submissions, which is time that could be better spent processing legitimate claims and getting you reimbursed quicker.

### Contact the SHIF

Reception desk: +41 22 799 8818  
Secretariat: +41 22 799 8507  
**Emergency 24/7: +41 22 819 4414**

International Labour Organization  
Staff Health Insurance Fund  
Route des Morillons 4  
1211 Geneva 22  
Switzerland

Any general inquiry or any inquiry related to paper claims:  
**shif@ilo.org**

Any inquiry related to SHIF Online access or any inquiry related to an online claim:  
**shifonline@ilo.org**

Any medical inquiry that requires the review of the SHIF Medical adviser:  
**shifmedicaladviser@ilo.org**

Any inquiry related to affiliations:  
**shifaffiliations@ilo.org**

Your technical questions:  
**servicedesk@ilo.org**

If you are outside of Geneva and need an advance on benefits for future treatment to be paid to a health care provider, please contact the Director of your field office.