



International
Labour
Organization

SHIF Outlook - No 10/2020
Annual Report 2020

Quarterly report on the operations of the Fund
(Restricted circulation, SHIF MC members)

Value, Number and Average of Claims (HIIS Data)		
Total Benefits paid (USD)	# of claims	Average value per claim (USD)
45,635,301	55,712	819

*HIIS Data

Value, Number and Average of Claims (Direct payments) (HIIS Data)		
Total Benefits paid (USD)	# of claims	Average value per claim (USD)
14,253,281	1,849	7,709

*HIIS Data

Value, Number and Average of Claims (non - Direct payments) (HIIS Data)		
Total Benefits paid (USD)	# of claims	Average value per claim (USD)
31,382,020	53,863	583

*HIIS Data

Value, Number and Average of Paper Claims (HIIS Data)		
Total Benefits paid (USD)	# of claims	Average value per claim (USD)
20,523,804	16,666	1,231

*HIIS Data

Value, Number and Average of On-line Claims (HIIS Data)		
Total Benefits paid (USD)	# of claims	Average value per claim (USD)
10,858,215	37,197	292

*HIIS Data

Description of the claims financial data by intervals and frequencies (HIIS Data):

Intervals (USD)	Frequency	Value	% of the total #	% of the value
0 - 500	41,634	5,801,768	74.7%	12.7%
501 - 1.000	6,249	4,420,350	11.2%	9.7%
1001 - 5000	6,083	12,562,358	10.9%	27.5%
5.001 - 10.000	1,095	7,482,084	2.0%	16.4%
10.001 - 20.000	403	5,510,493	0.7%	12.1%
20.001 - 30.000	133	3,232,140	0.2%	7.1%
> 30.000	115	6,626,107	0.2%	14.5%
Total	55,712	45,635,301	100%	100%

*HIIS Data

Type of insured members who submitted at least one claim:

- A total of 35,833 claims were submitted for 2,955 staff members and 3,355 dependents.
- A total of 17,727 claims were submitted for 1,685 retirees and 899 dependents.
- A total of 1,941 claims were submitted for 298 survivors and 31 dependents.
- A total of 211 claims were submitted for 33 external voluntary insured.

Description of the claims financial data by type of insured members:

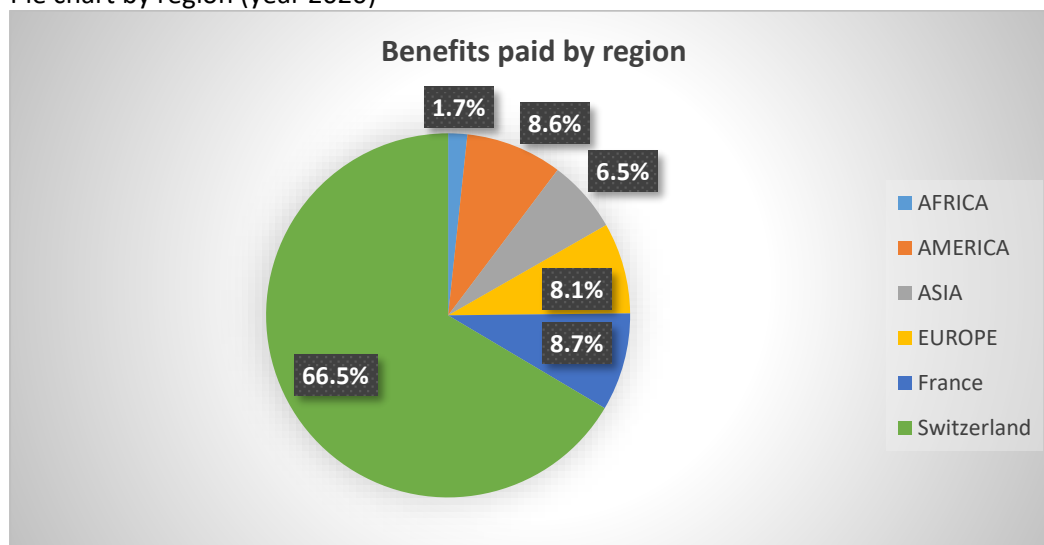
Member Type	Total Benefits (USD)	# of claims	Average value (USD)	% Total Ben.	% of Claims
External voluntary	621,711	211	2,946	1.4%	0.4%
Dependant	1,696	1	1,696	0.0%	0.0%
Paying member	620,014	210	2,952	1.4%	0.4%
Retiree	26,891,243	17,727	1,517	58.9%	31.8%
Dependant	7,659,569	5,726	1,338	16.8%	10.3%
Paying member	19,231,674	12,001	1,603	42.1%	21.5%
Staff member	12,557,449	35,833	350	27.5%	64.3%
Dependant	5,548,858	17,112	324	12.2%	30.7%
Paying member	7,008,590	18,721	374	15.4%	33.6%
Survivor	5,564,898	1,941	2,867	12.2%	3.5%
Dependant	26,023	38	685	0.1%	0.1%
Paying member	5,538,876	1,903	2,911	12.1%	3.4%
Grand Total	45,635,301	55,712	819	100.0%	100.0%

*HIIS Data

Amounts of benefits paid by region:

Provider Area	Total Benefits (USD)	% of Total Benefits	Total # of invoices	% of # of Invoices
AFRICA	773,088	1.7%	9,378	6.5%
AMERICA	3,914,306	8.6%	17,361	12.0%
ASIA	2,951,931	6.5%	22,902	15.8%
EUROPE	3,690,315	8.1%	14,786	10.2%
France	3,965,073	8.7%	22,563	15.6%
Switzerland	30,340,588	66.5%	57,652	39.9%
Grand Total	45,635,301	100.0%	144,642	100.0%

Pie chart by region (year 2020)



Claims entered in HIIS by the claim adjusters¹:

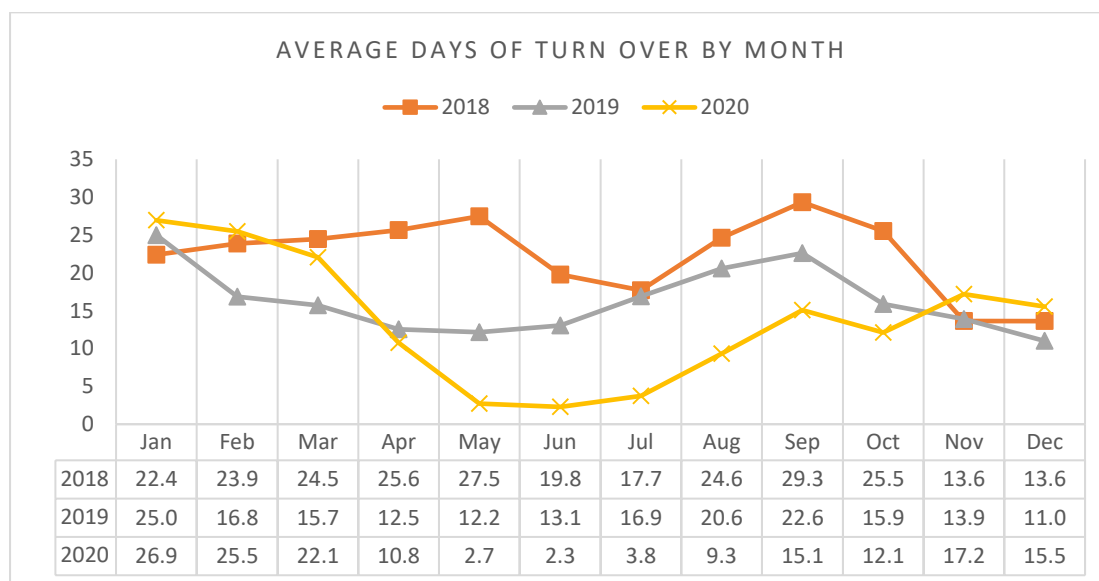
	Oct	Nov	Dec	Q4 2020	2020	2019
Claims entered	5,167	4,940	4,444	14,551	54,751	52,317
Invoices entered	11,991	12,100	9,481	33,572	142,439	163,171
# invoices / claims	2.3	2.4	2.1	2.3	2.6	3.1
Turn over Time (days)	12.1	17.2	15.5	15.0	13.7	16.7

Table of claims and invoices paid for the year 2020.

Jan-Dec 2020	Paper Claims	Direct Payments	On-line Claims	Total
Claims paid	16,666	1,849	37,197	55,712
Invoices paid	73,971	2,658	68,013	144,642
# invoices / claims	4.4	1.4	1.8	2.6
Turn over Time (days)	18.0	2.9	13.7	13.7

* The total number of claims do not exactly match due to different claim status.

Graph evolution of turn over time, by month and by year.



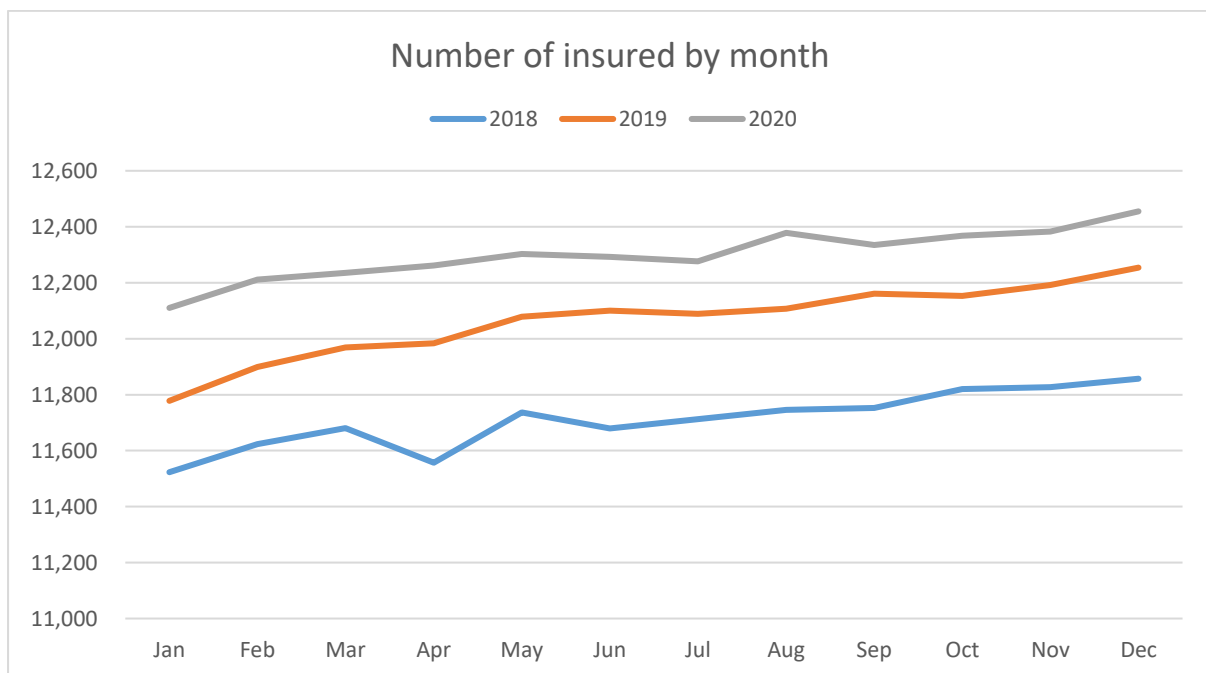
*HIIS Data

¹ Turn over Time is the period between the submission of the claim by the insured and its processing by SHIF claim adjusters. Lower TOT means faster reimbursement of the claim

Number of insured per categories:

Type paying member	31 Dec 2020
Staff	3,674
Dependent Spouse (Staff)	1,405
Dependent Children (Staff)	3,520
Retired	1,937
Dependent Spouse (Retired)	872
Dependent Children (Retired)	120
Survivors	398
Dependent Children (Survivors)	35
Vol. Covered Parent	5
Vol. Covered/Non-Dep. Child	362
Vol. Covered/Non-Dependent Spouse	75
Vol. Covered / Non-Dependent Other	4
External Voluntary	48
Grand Total	12,455

Graph evolution number of insured per month:



*HIIS Data

Total benefits paid by service type:

Type of benefit	Code	Amount USD
Doctor's services	1.1	5,501,143
X-rays, laboratory and other tests	1.3, 1.4, C	2,820,175
Functional rehabilitation	1.5	1,066,108
Psychoanalysis and psychotherapy	1.7	780,088
Public ward at global fee	2.1	904,359
Hospital accomodation/clinic accomodation	2.2	1,414,243
Medical care	1.2, 2.7	17,299,070
Post-operative convalescence	2.3	388,494
Other convalescences and cures	2.4	2,514
Nursing care	1.6, 2.5, 2.6, 2.6b	5,948,526
Prescribed medicaments	3	3,881,871
Dental care	4	2,719,011
Optical	5.1	830,355
Hearing aids	5.2	273,599
Other appliances	5, 5.3, 5.4, 5.5	369,475
Medical travel	6.1, 6.2, 6.3	255,164
Funeral costs	7	42,890
Preventive exams, procedures and screenings	8	606,212
Alternative medicines	9	339,786
M.A.P	10	189,914
Total		45,632,997

Difference of USD 52,303.41 due to exchange rate.