

Information note for retired members of staff of the European institutions living in a country outside of the European Union concerning the latest developments relating to the COVID-19 situation

Following the latest developments, we wish to share some information with you concerning the COVID-19 situation.

As requested by the national authorities, we recommend that all JSIS members:

- postpone any non-essential medical procedure;
- comply with national guidance.

We want to reassure all that the JSIS, with its Management Committee, is constantly monitoring the situation and is ready to adapt to any further evolution of the pandemic.

As regards **claims for reimbursement relating to COVID-19** specifically:

- Claims relating to COVID-19, including hospitalisation, will be dealt with in accordance with the rules already in force.
- Consultations over the phone will be dealt with like any other consultation, with increased flexibility as regards supporting documents.
- The cost of COVID-19 tests carried out by authorised medical institutions/practitioners is reimbursable, standard reimbursement rules apply. If a JSIS member shows symptoms, she/he undergoes the testing, pays the related costs and then submits a claim for reimbursement to the JSIS, enclosing all the supporting documents required.
- Soap, antibacterial gel, protective gloves and masks are **not reimbursable**.

As regards **Hospitalisation** specifically, if a JSIS member is hospitalised, further or not to Covid-19 testing, a direct billing of up to 60 days can be granted, upon request. The usual JSIS rules apply for reimbursement of hospitalisations.

For three countries where the level coefficient applies (the US, Switzerland and Norway) and for those third countries known for their high level of health-related costs, where excessivity may apply (i.e., **Canada, Japan,...**), **the duration of the direct billing will initially be limited to 1 month, with** possibility of extension to be assessed on a case by case basis. The JSIS reserves the right to request an estimate – except, of course, in case of emergency.

As regards the **Application of Level coefficients** for medical costs in the US, Switzerland and Norway specifically, the level coefficient will be applied as already stated in the JSIS rules.

As regards the **application of ceilings** for treatment in private or public hospitals/structures specifically, there is no difference in the ceilings for treatments. The JSIS ceilings apply notwithstanding the type of the medical structure.

As regards the **direct billing procedure** specifically, the direct billing procedure is itself a guarantee of payment.

In this respect, if the JSIS member has difficulty contacting the direct billing or the RCAM CONTACT due to the time zone, she/he may contact via the functional mailbox to which also a direct billing can be requested (PMO-ISPRA-PRISE-EN-CHARGE@ec.europa.eu) to agree on the procedure to be applied.

As regards **processing of claims for reimbursement** by the JSIS/PMO:

- The PMO teams are ready to deal with the current situation and are doing their utmost to process your requests for reimbursement as quickly as possible.

However, we would ask for your understanding should it take a little longer than expected to process your claims. Please rest assured that **no JSIS member will be overlooked.**

- The coronavirus itself is not a serious illness as regards to the JSIS nomenclature; but some of its complications can be. However, should a JSIS member's health deteriorate and become problematic, it will still be possible then to grant 100% reimbursement. Decisions will be taken quickly and without unnecessary red tape.
- **In any case, if in-patient intensive care is needed, the JSIS member will be reimbursed up to 100%, according the JSIS rules.**

We would ask you **not to overload PMO phone lines** for non-essential requests. Before calling the PMO, please check whether the information you are looking for is on My IntraComm. This will contribute to the smooth running of the service. The JSIS remains available regardless your country of service and continues working and providing its services at its best, despite the containment measures.

Please avoid sending correspondence by surface mail, which could be delayed or blocked in certain countries. Instead, for any question please contact the Front Office by phone (+ 39 0332 78 5757 - Monday to Friday, 9:30 – 12:30 am) or via STAFFCONTACT (<https://myintracomm.ec.europa.eu/staff/>), also available from JSIS on-line.