

EUROPEAN COMMISSION DIRECTORATE-GENERAL INFORMATICS

Directorate B - Digital Business Solutions DIGIT B2 - Solutions for Legislation, Policy & HR

MyPMO

My Health - User Guide

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1. INTRODUCTION

MyPMO is a native mobile application that allows all current and former employees of the European Union Institutions, depending on their level of access, to view their family insurance cards, request insurance certificates, declare medical absences, request direct billings, to view missions, add mission document's view meeting details and much more directly from their mobile phone. Additionally, allows to receive invitations and updates about meetings within European Commission, connecting officers and experts all around the world such as lawyers, doctors, farmers and many others.

MyPMO also allows accessing the payment slips, salaries, pension and unemployment, together with related documents and certificates.

MyPMO can also be accessed via a browser on your computer/phone.

Note: For details regarding the common features of MyPMO, like how to manage the favourites or how to check the notifications, please see the MyPMO Common features user guide.

2. ADMINISTRATIVE DATA (JSIS)

2.1. View Administrative data

JSIS members can view the insurance cards for all family members covered by JSIS.

From the service list, tap on "Administrative data". The App will display all insurance cards of your family composition (below left).

As in JSIS Online, the sickness and accident coverage icons are available:

- Red icon: Primary full right coverage.
- Orange icon: Complementary right coverage.
- Grey icon: No Coverage

You can select an insurance card to view more details (below middle and right). The details are organized in tabs, below the beneficiary's name.

← Administrative data	× TOY STORY	(× TOY STORY	
	IDENTITY COVER A	DDRESS RELATIONSHIP	IDENTITY COVER ADDRES	S RELATIONSHIP
TOY STORY	Affiliate 12345 💣 🖤	+	Affiliate 12345 💣 🕈 🕇	
Affiliate	First name	Тоу	Sickness and accident	
Sickness Accident	Last name	STORY	Sickness	Primary 🎔
European Union Official Health Insurance	Birth date	01/01/1971	Accident	Covered +
BUGS BUNNY	Gender	Man 🕈	Social security	
Spouse	Personnel#	12345	Description	Commission
Sickness Accident	Marital status	Married	Valid from	16/09/2006
European Union Official Health Insurance	Nationality	Estonian	Valid to	-
WINNIE THE POOH	IBAN	6000		
Child	Currency	Euro		
Sickness Accident	Languages	English, French		
European Union Official Health Insurance	Preferred	English		

For other questions related to the coverage, consult JSIS Online first, then contact Staff Matters or contact PMO.

JSIS Online:

https://webgate.ec.europa.eu/RCAM

Staff Matters:

https://myintracomm.ec.europa.eu/staff/EN/Pages/index.aspx?ln=en

3. INSURANCE CERTIFICATES (JSIS)

3.1. View Insurance Certificates

From the service list, select "Insurance certificates" to view all certificates requested so far.

Image: Constraint of the second s	Lunknown UNKNOWN Connected - Logout	← Insurance certificates
My Health CozZUZ IPC0ya Image: Comparison of the set	Ż₄ Language English →	November 2021
Image: Second sheets	My Health V	QozZUZ tPOdya JSIS primary coverage certificate Request date 22/11/2021
 Account sheels Administrative data Administrative data Insurance certificates Insurance certificates Direct Billings Accident declarations Accident declarations Prior authorisations Affiliation to External Insurance FAQ About FAQ Issermet User guide Pirvacy statement 	Reimbursement requests	Your certificate is being created
 Administrative data Administrative data Insurance certificates Insurance Prior authorisations Insurance FAQ About FaQ Insurance Insurance	Account sheets	Mzv BuyrlvW JSIS primary coverage certificate
Insurance certificates Image: Second	Administrative data	Request date 22/11/2021 Your certificate is being created
i About ii About iii About iiii About iiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiiii	Insurance certificates	Submitted
Accident declarations Image: Solution of the sol	Direct Billings	Mzv BuyrlvW JSIS primary coverage certificate
Image: Second	Accident declarations	Request date 11/06/2021 Your certificate is being created
Affiliation to External Insurance Subscription to External Insurance Subscription to External Insurance Subscription Subscrite Subscription Subscription Subscription Subscri	Prior authorisations	QozZUZ tPOdya
? FAQ i About Discrimination February 2017 User guide Mazy Buyrt/W Carrificate of USIS cover, specifying the drover O Privacy statement	Affiliation to External Insurance	JSIS primary coverage certificate Request date 11/06/2021 Your certificate is being created
i About February 2017 Image: Constraint of the second sec	? FAQ	Submitted
User guide Mzv BuyrhW Certificate of JSIS cover, specifying the + r Privacy statement	i About	February 2017
Or Cover Request date 10/02/2017	User guide	Mzv BuyrlvW Certificate of JSIS cover, specifying the
	Privacy statement	Request date 10/02/2017

Note: The floating action button (FAB) + will allow you to request a new insurance certificate.

Once available (status changes to "Available"), to view a requested certificate, tap on the corresponding item in the list.

← Insurance certificates	× View certificate
November 2021	
QozZUZ tPOdya JSIS primary coverage certificate Request date 22/11/2021 Your certificate is being created	
Mzv BuythW JSIS primary coverage certificate Request date 22/11/2021 Your certificate is being created	
Submitted	
June 2021	
MZY BuyrlvW JSIS primary coverage certificate Request data 1106/2021 Your certificate is being created	
QOZZUZ IPOdya JSIS primary coverage certificate Request date 11/05/2021 Your certificate is being created	
Submitted	
February 2017	
Mzv BuyrlvW Certificate of JSIS cover, specifying the revover Request date 10/02/2017	du Θ (

3.2. **Request Insurance Certificates**

JSIS members can request insurance certificates for all family members covered by JSIS.

Steps:

1) From the service list, select "Insurance certificates"

- 2) Tap on the + icon.
- 3) Select the beneficiary and choose the type of certificate.
- 4) Depending on the certificate, additional information may be requested such as visited country, start date, end date and language for a VISA.
- 5) Tap Send.

← Insurance certificates × Request insurance SEND	×F	× Request ins	× Request insurance .	× Request insurance	× Request insurance SE	× Request insurance SEM	× Request insurance SEN	× Request insurance SEND
November 2021								
QozZUZ tPOdya Select beneficiary	Select	Select beneficiary	Select beneficiary	Select beneficiary	Select beneficiary	Select beneficiary	Select beneficiary	Select beneficiary
Request date 22/11/2021 Your certificate is being created	💽 Тоу	Toy Story	Toy Story	Toy Story	Toy Story	Toy Story	Toy Story	 Toy Story
Submitted Bugs Bunny	O Bug	Bugs Bunny	Bugs Bunny	Bugs Bunny	Bugs Bunny	Bugs Bunny	🔵 Bugs Bunny	🔵 Bugs Bunny 🤎
Mzv BuytWU JSIS primary coverage certificate Benerate Idae 2/211/021 Tazz Mania	◯ Tazz	Tazz Mania	Tazz Mania	Tazz Mania	O Tazz Mania	Tazz Mania	🔿 Tazz Mania	🔿 Tazz Mania 🤎
Your certificate is being created								
Submitted Select certificate	Select	Select certificate	Select certificate	Select certificate	Select certificate	Select certificate	Select certificate	Select certificate
June 2021 JSIS primary coverage certificate		JSIS primary coverag	JSIS primary coverage certificate					
Mzv BuyrlvW JSIS primary coverage certificate	Cert	 Certificate for the "Hu 	Certificate for the "Hulk"					
Request date 11/06/2021 Your certificate is being created								
Submitted	Additio	Additional informa	Additional information					
QozZUZ IPOdya	Reference 2019	Reference year * 2010	Reference year *	Reference year * 2019	Reference year * 2010	Reference year * 2019	Reference year *	Reference year *
JSIS primary coverage certificate Request date 11/06/2021	2010	2010	2010	2010	2010	2010	2010	
Your certificate is being created								
Submitted								
February 2017								
Mev Buyrit/W Mevice of USIS cover, specifying the of cover Request data 10/02/2017								

- 6) The app confirms that a new certificate was requested and adds the certificate to the list of requested certificates. The status of the request is "Submitted".
- 7) The App generates the certificate which can take up to 30 minutes.
- 8) Once generated, the App fires a notification (tap on the icon) and changes the status of the request to "Available".
- 9) Select the insurance certificate to view it.



4. **DIRECT BILLINGS (JSIS)**

4.1. View direct billings

From the service list, select "Direct Billings" to view all direct billings requests created so far (left below).

The existing direct billing requests are displayed for each beneficiary with the type of request, the country where the request was made, the date of the request and the request's status. The most recent direct billing requests are displayed on top of the list (middle below).

Unknown UNKNOWN Connected - Logout	×	÷	Direct Billings	All 🗸	×	View direct	billing
Ż∧ Language	English -	Septer	nber 2015		00	noral Information	
My Health	~		SLmj amEpFvz Requested on 25/09/2015 Serious Illness	5	Mai	in document ref.	
Reimbursement requests			Ongoing		15 Be	0925.P52189	Status
Account sheets		Februa	ary 2013		jВ	M iBHVy	Ongoing
		G	CCBW NeHrO		Ту	pe of re	Requested
Send COVID-19 report			Requested on 19/02/2013 Standard Italy	>	Di fo illr	irect billing r serious ness	25/09/2015
Administrative data			Accepted		Sta	art date	End date
Insurance certificates		Decem	ber 2010		25	5/09/2015	25/09/2015
•			CCBW NeHrO		Rel	ated prior authorisation	1
Direct Billings			Standard Luxemburg	>	15 31	0710.F11854 => /12/2015	(18/07/2015
Accident declarations			Accepted		Ca	re provider	
Prior authorisations					Dir	rect Billing Reaso	n
Medical absences					Re me	peated purchase dicines	of expensive
					Sho	ort description of the m	edicine
Affiliation to External Insurance					Ins (M	ulin pump MMT- inimed 640G 3 N	1752WWB IL). The cost
? FAQ				+	VIEW	REQUEST	

You can tap on an existing direct billing to view more details (right above). You can also choose to edit or delete a direct billing in Draft status by tapping on the three dots

icon ⁱ next to the direct billing.

← Direct Billings	All 🛩	← Direct Billings All -
February 2024		February 2024
Mzv BuyrlvW Requested on 29/02/2024 Standard	: >	Mzv BuyrhW Requested on 29/02/2024 Standard 1
November 2021		November 2021 Edit
QozZUZ IFOdya Requested on 15/11/2021 Standard	>	CozzUzher knya Reguested on 15/11/2021 Standard >
October 2021		October 2021
QozZUZ IPOdya Requested on 10/10/2021 Standard South Africa	>	Qo2ZUZ IPOdya Requested on 10/10/2021 Standard South Africa
February 2010		February 2010
PRBYrQ gmfDXK Requested on 16/02/2010 Standard Germany	>	PRDY/G gmfDXK Requested on 16/02/2010 Standard Germany
Accepted		Accepted
September 2009		September 2009
Mzv BuyrlvW Requested on 15/09/2009 Serious Illnere	+	Mzv BuyrlvW Requested on 15/09/2009 Sarious Illness

The floating action button (FAB) ⁺ allows you to create a new direct billing.

4.2. Create a new direct billing

JSIS members can request a direct billing for all family members covered by JSIS.

Steps:

- 1) From the service list, select "Direct billings"
- 2) Tap on the $\stackrel{\frown}{\smile}$ icon.
- 3) Step1: Select the beneficiary and choose request type*.

*Request type depends on the profile of the beneficiary and/or the institution s/he belongs to.



Note: You can Save in each step the data that you've already filled in. The direct billing will appear in your direct billings list in Draft status and you can go back and edit it at a later stage. You can also continue modifying your direct billings in the desktop application.

4) Step 2: Search for a care provider. You can filter care providers by country and name or insert a new care provider detail if you did not find the care provider in the pre-existing list. Once done, tap Next.

× Create direct billing SAVE	× Create direct billing SAVE
Care provider 0	Care provider 1
Search for a care provider	Search for a care provider
Country * Belgium	Fill in the details
Care provider * CLIN. UNIV. ST.LUC - UCL SERVICE C ►	Name of the care center *
AVENUE HIPPOCRATE 10 1200 BRUNELLES	Street *
Belgium	Number * Box
with JSIS	Postal Code * City *
Fill in the details	Country* Select
	Tel.* Fax * (e.g. +32 000 000 00 (e.g. +32 000 000 00
	E-mail * (e.g. email@domain.eu).
	You must specify either the phone, the fax or the email.
<pre></pre>	<pre> PREVIOUS 2 of 4 NEXT > </pre>

- 5) Step 3: Insert the Category, Reason and all additional mandatory fields, as requested by the application. You can also scan or add a document from your phone in this step, if required (left below).
- 6) Step 4: A summary of the direct billing is displayed in this step together with one or more acknowledge checks (right below). Once you've verified the data and agreed with the General Conditions, you can send your direct billing by tapping Send.

If something in your summary is not correct, you can always go back to previous steps by tapping the Previous button. You can also Save the data if you do not want to submit the direct billing request immediately.

× Create direct billing SAVE	× Create direct billing SAVE	× Create direct billing SAVE
Reason 0	hospitalisation will be paid by your settlements office. If you	Hospitalisations - Direct billing
Category * Tospitalisation	Complementary info	I do hereby certify that my direct billing request is not related to one of the situation described below:
Reason* Hospitalisation for treatment or operation	Short description of the type of operation * hard operation	a stay in an institution which is not a general hospital
All invoices issued by the hospital and linked to your hospitalisation will be paid by your settlements office. If you	Expected date of admission to hospital * 26/06/2023 v	a stay of noise tran of days a stay for plastic or reconstructive surgery a stay for a gastric bypass operation a stay for rehabilitation which is not
Complementary info	Select a prior authorisation Toy Story: 230124.1294835 (23/01/2023 *	following a hospitalisation with operation a stay in a psychiatric hospital or clinic
Short description of the type of operation * hard operation	Attach documents	a stay in a clinic specialising in screening/check-up a stay in sheltered housing a stay in a clinic for a fitness cure or rejuvenation treatment
Expected date of admission to hospital * 26/06/2023		I do hereby certify that
Select a prior authorisation Toy Story: 230124.1294835 (23/01/2023 *	Please consider that you should keep your original	is not related to one of the situation described
Attach documents	documents, and you should not send them to your settlements office, unless the quality of your scanned documents uploaded in JSIS on line asks In An vn	above (If you do not toggle the answer to this question, you will
<pre> PREVIOUS 3 of 4 NEXT > </pre>	<pre> PREVIOUS 3 of 4 NEXT > </pre>	<pre>< PREVIOUS 4 of 5 NEXT ></pre>



Note: Once you have sent the direct billing, you can retrieve it back in your direct billings list. The direct billing will be further processed in JSIS back office like any direct billings created in the JSIS desktop application. The direct billing will change its status after being processed.

4.3. Adding additional required information in a Direct billing

There are two ways of adding supplementary information in a previously submitted Direct Billing:

- a. From the notification that requires you to add further information, you tap on "Details" (upper right side). This redirects you to the Direct Billing item where you can add the information immediately.
- b. In the Direct Billings list, you can view the items with the "Waiting for additional information" status. If you did not provide the information yet, tap on the item and add the additional info required.

Steps:

- 1) Within to the specific Direct Billing item you can add the required supplementary information (below left and middle screen):
 - a. Tap on "Add Info"
 - b. Fill in the "General comment" text field
 - c. Attach additional documents, if needed
 - d. Tap "Send"
- 2) The additional information will be appended to the existing item (below right) and will appear as "Submitted".

3) You are not able to add more information after you've submitted, unless you request the JSIS back office or they send an additional request for information.

× View direct billi	ng	× Add info to dire	ect billing	SAVE	View direct billi	ng
General Information		General comment *			Type of request	Figure Ind
Wan document ref.		Firstinlo			Occupational disease	17/03/2021
123456.P12345		I			that bely	End date
Develuary:	Dates				17/03/2021	16/05/2021
RgCmCni TMuploT	Waiting for additional information	Attach documents		D	wed Billing Reeson	
Type of request Occupational disease	Reputited on 17/03/2021	Attachment comment Medical prescription 1		P	iospitalisation for treatme	nt or operation
Shart date	End data	Uploaded Nex must be test than 1 PDP, JPEO, TRY, BMP, GP	Ms. Alternal fermals are	1	gechet date of admission to hosp 7/03/2021	As:
Direct Billing Reason	10002021	SCAN DOCUMENT	+ ADD DOC	UMENT b	hart description of the type of oper and operation	aton
Hospitalisation for treatment	nt or operation			0	ocuments attached	
Equacted sale of admission to hope 17/03/2021	~				PCADINE - Dee	ct billing add. info leiter - microsoft
that tecrolar if he type of oper hand operation	where a				distonal information	
Documents attached				1	inst into	O Summed
PCADINE - Direc	t billing add, info letter mithican			/		
VEW REQUEST	ADD INFO)		SEND V	NEW REQUEST	

5. ACCIDENT DECLARATIONS (JSIS)

5.1. View Accident Declarations

JSIS members can view the history of their declarations of accident.

From the service list, select "Accident declarations". The app will display the list of accident declarations submitted, ongoing or closed.

The beneficiary's name submitted and accident date, the category and the status are displayed.

You may view the details of a declaration by selecting it.

⊥ U	nknown UNKNOWN	× 🛛 🔨	Accident declarations	× View accident
Ż∧ Lan	quage English	March	2024	Accident details
x Lan My Health To To To To To To To To To To To To To	guage English Reimbursement requests Account sheets Send COVID-19 report Administrative data Insurance certificates Direct Billings	March	2024 Zpeb Cepyptg Submitted on 01/03/2024 Accident on 01/03/2024 Private	Accident details Third party involved Yes Beneficiary Zpeb CepYpTg Accident on 01/03/2024 Submitted on 01/03/2024 Scan reference 240301.AR14062 Private phone
	Accident declarations			+32123456789
	Prior authorisations			arm broken
	Medical absences			Circumstances
۲	Affiliation to External Insuranc	e	-	car accident Category

The floating action button (FAB) ⁺ allows you to create a new declaration.

5.2. Create new accident declaration

JSIS members can create a new accident declaration.

To create a new declaration, follow the steps:

- 1) From the service list, select "Accident declarations".
- 2) Tap on the + icon.
- 3) Enter the accident date, tap done.
- 4) Select if a Third party was involved: Yes/No.
- 5) Select the beneficiary from the list.

- 6) Enter the private phone with the country extension (e.g. +32...).
- 7) If accident date is older than 14 days, fill the reason for late declaration.
- 8) Enter the injuries.
- 9) Provide the circumstances of the accident.
- 10) Select the category from the list: private, sport, work or on the way to work.
- 11) Start by typing the name of the country where the accident happened or select directly from the list.
- 12) You can choose "Work disability" by switching on the toggle button right below the Country list.
- 13) By switching on the toggle button right you can inform as well if the police were involved.
- 14) Tap " add document" to upload documents.
- 15) Tap "scan document" to take a photo of the medical certificate with your mobile phone or tap "+ select file" to select a document from the mobile gallery.
- 16) If necessary, update the file name, otherwise will have the same name from the mobile phone.
- 17) Select the type of document to attach: Medical certificate, Police report (if "police involved" selected), 3rd party insurance (if Third Party is yes).
- 18) Insert a comment about the document, if relevant.
- 19) Tap "Done" to save the document with the details or "x" to cancel.
- 20) General conditions should be accepted, by switching on the toggle button right, in order to be able to submit the accident declaration.
- 21) Tap "Send" to submit your accident declaration. The Send button will only be enabled when all mandatory fields are filled in.
- 22) The app confirms that the accident declaration was sent and adds the declaration to the list of accident declarations.

< -	Accident declarations
March	2024
	Zpeb Cepyptg Submitted on 08/03/2024 Accident on 03/03/2024 Private
	Zpeb Cepyptg Submitted on 01/03/2024 Accident on 01/03/2024 Private
	+

Declare accident	Save
Accident details	
Accident on *	
03/03/2024	•
Third party involved *	
Yes	Ŧ
Beneficiary *	
Zpeb Cepyptg	Ŧ
Private phone	
+32 000 000 000	
Injuries *	
(write Injuries here)	
Circumstances *	
(write circumstance here)	
Category *	
Select	Ŧ
Country *	
	-
Work disability	\odot
	Send

C Declare accident	Save
Country *	
Belgium	•
Work disability	
Police involved	
Documentation	0
Add document	
Please wait	Ŵ
Content of the second s	Ŵ
2023-04-14_15-31-42.jpg 3rd party insurance 3rd party insurance	Ŵ
General conditions	
I certify that the above information is true and correct.	
The request has been saved.	

6. MEDICAL ABSENCES (JSIS)

6.1. View Medical Absences

JSIS members can view submitted medical absences.

From the service list, select "Medical absences". The App will display the list of absences submitted.

You may view the details of an absence by selecting it.

Note: You will only see these certificates that were submitted through the JSIS mobile application.



The floating action button (FAB) $\stackrel{+}{\longrightarrow}$ will allow you to declare a new absence.

6.2. Declare Medical Absence

JSIS members can declare medical absences.

To submit a new absence, follow the steps:

- 1) From the service list, select "Medical absences".
- 2) Tap on the + icon.

Connected - Logout	← Medical absences
Ż _A Language English →	February 2024
My Health V	From 07/02/2024 to 07/02/2024 Sickness
Reimbursement requests	Sent on 07/02/2024
Account sheets	
Send COVID-19 report	
Administrative data	
Insurance certificates	
Direct Billings	
Accident declarations	
Prior authorisations	
Medical absences	

3) The App may display a reminder as to actual deadlines. If this is the case, close the reminder. By leaving the checkbox "Do not show again" checked, the App will not show this reminder again.

Note: Depending on the screen size, users may have to scroll down to access the "Do not show again" option and access the "Close window" button.

× Add medical absence	× Add medical absence
Reminder about deadlines	Medical Absences unit within 5 calendar days (by post, email or fax), mentioning your personal number.
Sickness	Sickness during annual/maternity leave
You have to inform your immediate superior as soon as possible during the first hours of your absence and send a medical certificate to the Medical Absences unit within 5 calendar days (by post, email or fax), mentioning your personal number.	If the first day of sick leave is a day of annual leave or maternity leave: always inform your supervisor in all cases of absence due to illness, accident or hospitalization send your certificate within 48 hours
Sickness during annual/maternity leave	 WITH your actual contact details (address, phone/email)
If the first day of sick leave is a day of annual leave or maternity leave:	 WITH also contact details of the doctor who wrote your certificate (name, address, phone/email).
 aways intorm your supervisor in an cases of absence due to illness, accident or hospitalization send your certificate within 48 hours 	If the contact details are missing, or if the 48h deadline is not respected, the day of annual leave cannot be recuperated.
 WITH your actual contact details (address, phone/email) WITH also contact details of the doctor who 	Calculation of the 48h deadline: 1st day of incapacity = 24h - 2nd day of incapacity = 48h.
wrote your certificate (name, address, phone/email).	Link to My IntraComm
If the contact details are missing, or if the 48h deadline is not respected, the day of annual leave	croll down Do not show again.
Calculation of the 48h deadline: 1st day of	× CLOSE

- 4) Enter Start and End date of the medical absence. Specify whether it is AM or PM.
- 5) Select the type of absence, sickness or accident.

- 6) Tap "Add document" to take a photo of the medical absence with your mobile phone. Multiple documents can be added.
- 7) Provide additional information, when relevant (during annual leave, medical part time.).
- 8) Add additional comments, when needed.
- 9) Tap "Send" to submit your medical absence. The Send button will only be enabled when all mandatory fields are filled in.
- 10) The app confirms that the medical certificate was sent and adds the absence to the list of declared absences.

Add medical absen	CE SEND	× Add medical absence	SEND	÷	Medical absences	
nce details	0			Novemb	er 2022	
date *	AM	Medical part time		L	From 04/11/2022 to 04/11/2022 Sickness Sent on 04/11/2022	
ate * 6/2023	PM Ť	Extension			Pending	
f absence *		Hospitalisation		October	2022	
dent	Ψ	Telework Allowed		Л	From 27/10/2022 to 27/10/2022	
ent date * 6/2023	-	My contact information		۲	Sent on 27/10/2022	
chment *		Country * Select	Ŧ			
CAN DOCUMENT + S	SELECT FILE	Doctor's information				
tional information		Doctor's name (Dr)				
ng annual leave		Country * Select	Ŧ			
ical part time						
nsion		Additional comments		Your Me submitti notified	edical Absence is now pending for ion to the Medical Service. You will get when it's finally submitted	
nitalisation	(m	(some comments)		- Houned	and the linearly bubblished.	

Notes:

- 1. You are not obliged to send medical certificates from MyPMO, you can follow the procedure available in Staff Matters Portal.
- 2. Your line manager will not be informed when your medical absence was submitted.
- 3. Once submitted, medical absences may not be removed or edited. When needed, you can follow the procedure available here:

https://myintracomm.ec.europa.eu/staff/EN/health/specificevents/Pages/sickness.aspx?ln=en

7. REIMBURSEMENT REQUESTS (JSIS)

7.1. View reimbursement requests

- 1) From the service list, select "Reimbursement requests" to view all your reimbursement requests created so far (below left).
- 2) The system displays the list of requests showing the type of request, the date of the request, the request's status and the total amount of the request. The most recent reimbursement requests are displayed on top of the list. You can scroll down to view the reimbursement requests grouped under each month. (below middle)
- You can choose to edit or delete a request in Draft status by tapping on the three dots icon [‡] next to the request. (below middle)
- 4) Tap on an existing reimbursement request to view the request information. If the request has been submitted, you can see the Scan reference code. (below right)
- 5) If your request is in Draft status you can continue to modify it as described in the next section.



7.2. Create a new reimbursement request

JSIS members can request a reimbursement for all family members covered by JSIS at the time of the treatment.

There are six different types of reimbursement requests in MyPMO:

- Standard reimbursement
- Accident reimbursement
- Occupational disease
- Serious illness
- JSIS Health Screening Programme
- Medical services
 - Spectacles for work
 - Annual medical check-up

All types of reimbursements share the same principle with the Standard reimbursement flow, with the following notes: additional details are requested, and the list of expenses is tailored according to the reimbursement type. In the next chapter we can see the in detail each reimbursement type creation.

7.2.1. Create a standard reimbursement request

Standard reimbursement steps:

- 1) From the service list, select "Reimbursement requests"
- 2) Tap on the + icon to add a new reimbursement request. (below left)
- 3) Step1: Change the delegation information if needed. By default, the Delegation field is set to "No".
- 4) Choose "Standard" request type from list. Tap "Next"

Unknown UNKNOWN Connected - Logout	× Create request	× Create request
, Language Englist Health	Vain details Request type * Standard	Main details Request type * Standard
Reimbursement requests	Staff currently serving or having served in a delegation (outside the E.U) * No	Staff currently serving or having served in a delegation (outside the E.U) * No
Account sheets Send COVID-19 report		
Administrative data		
Insurance certificates		Standard
Direct Billings		Accident
Accident declarations		Occupational disease
Prior authorisations	1 of 4 NEXT >	Reimbursement for serious illness

- 5) System displays Step2 List of expenses.
- 6) Tap on the ⁺ icon to add a new expense. You are allowed to add up to five expenses. (below left)
- 7) Select the Treatment date. The list of beneficiaries will be filled in based on the selected date and the type of request. Only the beneficiaries covered by JSIS on that date will be displayed. (below middle)
- 8) Select the Beneficiary.
- 9) Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list. (below right)
- 10) Depending on your selection, additional fields may appear in the expense form: prior Authorization requests, dental cost estimates, number of Sessions etc.

Note: You can choose to change the language of the Treatment detail by tapping on the language icon, just above the Treatment list. That will switch your list from English to French and vice versa.

× List of expenses	× Add expense	SAVE	< Туре
	Treatment date * 26/06/2023	[Q [Treatment or expense type
	Beneficiary * Toy STORY	-/ 0	Medicine / pharmaceutical product
	Country * Luxemburg		Acupuncture
	Currency* FUR - Furo	- 0	Ambulance/transport costs
+			Analyses and tests
Add expense	Type *		Analyses and tests with prior authorisation
click the + button (max 5 expenses.)	Total cost * 0.00 EU	R (Annual visit package - Agencies / Outside EU
	Reimbursement from another source	(Annual visit package – Agencies / Outside EU
	Source 1 0.00 EU	R + (COVID-19 test
<u> </u>	Source 2 0.00 EU	R = (COVID-19 vaccination
+	Comment	(Colonoscopy
		(Confinement
(PREVIOUS 2014 NEXT)			Concultation / Vieit general

- 11) Select the Country.
- 12) Change the Currency, if needed. The default currency is the currency of the country from the previous step.
- 13) Add your costs and the reimbursement received from other sources and tap "Save". (below left)

× Add expens	se	SAVE
Treatment date * 26/06/2023		Ŧ
Beneficiary * Toy STORY		Ŧ
Country * Luxemburg		•
Currency * EUR - Euro		-
Treatment details	5	3
Type * Medicine / pharmace	utical produ	ct 🕨 🔳
+ Add medicin	е	
Total cost *	0.00	EUR
Reimbursement from	another so	urce
Source 1	0.00	EUR -
Source 2	0.00	EUR -
Comment		

- 14) The system will save and add your expense to the list of expenses (below right)
- 15) You can choose to add a new expense in the list of expenses by tapping the

icon. (below left)

- 16) In order to add a medicine, you go through the same steps as before, but select "Medicine/Pharmaceutical product" in the Treatment type details list. (below middle)
- 17) Tap on the ^{to} icon to add a new medicine. (below middle)
- 18) Select the medicine, add the number of items, the amount per item and the amount received from other sources if any. Tap on Done to return the expense screen (below right)

Note: The currency in the medicine details is given by the currency of the country selected in the expense screen. You cannot modify that in the Medicine details screen.

Note: If your medicine is not in the Medicines list, you can just type the name and you will be able to use it in your request.

× List of expenses		× /	Add expense	SAVE		× Add medicin	NE DONE
26/06/2023 Toy Story Medicine / pharmaceutical product	: >	Treatment 26/06/2 Beneficiar Toy ST	t date * 2023 ry * ORY	*	1	Medicine details Medicine / Pharmaceutical pro IBUFEN	oduct *
		Country* South A	Africa	•		Number* A	Amount per unit *
		Currency ZAR - S	* South African Rand	-		1	0.00 ZAR
		Treatr	ment details	0		Total amount *	0.00 ZAR
	_ /	Type * Medicine / pharmaceutical product	Reimbursement from a	another source			
			Add medicine			Source 1	0.00 ZAR
						Source 1	0.00 ZAR
		Total c	ost* 0.00	ZAR			
-	1	Reimbu	ursement from another so	ource			
		Source	e1 0.00	ZAR·•			
		Source	2 0.00	ZAR·•			
The expense has been saved.		Comment					

- 19) Your list of medicines will appear in the expense screen. If there are any errors, you will see a red exclamation icon on the medicine name. Please correct that in order to move forward and tap on Save when you're done (below left)
- 20) The system will save and add your new expense to the list of expenses (below middle)
- 21) You can still edit an expense by tapping on it or delete it by tapping on the three dots icon in next to the request and choosing Delete. Tap on Next to move to the next step. (below middle)
- 22) The system will move to Step 3 Supporting documents (below right)



23) Step 3 – Supporting documents. Tap on the ⁺ icon to add a new supporting document. (below left)

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

24) The system will prompt you to take a photo or choose a file from your mobile. (below middle)

25) Take a photo or select document from your documents list. (below right)

× Supporting documents SAVE	× Supporting documents SAVE	
		← Select an image Done
		Camera Browse
		A constraints of the second s
Add supporting document	Add supporting document	Image: Produces Image: Pro
Add supporting document	Add supporting document	O Description Descripro <thdescription< th=""> <thdescrip< td=""></thdescrip<></thdescription<>
You can upload a PDF, JPEG, BMP, GIF, PNG less than 10MB. Please choose High Resolution or the Original, if prompted.	You can upload a PDF, JPEG, BMP, GIF, PNG less than 10MB. Please choose High Resolution or the Original, if prompted.	
+	Upload document	Mark Mark 0 memory
	Iake a photo	The second secon
<pre><pre>PREVIOUS 3 of 4 NEXT ></pre></pre>	Choose file	

- 26) Once your document is uploaded, you need to link it to an expense (below left) or to the entire claim, if relevant (below middle). Tap Done to return to the list of supporting documents.
- 27) If you choose to link the document to an expense only, you will be prompted to make sure that all expenses have supporting proofs. (below right)

×	Supporting document	DONE			Supporting document	DONE	×	Supporting documents	SAVE
Attachment			Attachment		0	Supporting document 1 Linked expenses	: >		
0	Supporting document 1 304.94 Kb			0	Supporting document 1 304.94 Kb		1	Annual visit package - Agencies / Ou	tside EU
Link th	is file with the entire claim		OR	Link	this file with the entire claim	-		Please link one document to the entire claim, or have at	
Link e	expenses						~ × ×	least one document linked p expense.	er
1	18/09/2022 Manuel Silva Annual visit package - Agencies / Outside EU								
2	19/09/2022 Rute Silva Medicine / pharmaceutical product								
								(+
							< PRI	EVIOUS 3 of 4	NEXT >

- 28) Repeat the process above and when you have finished adding your supporting documents and linking them to the expense, tap Next. (below right)
- 29) The system will move to Step 4 Request summary. In this step you can view all your information in a summarized way: general information, expenses and supporting documents (below middle and right).
- 30) You can tap on the expenses or supporting documents to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 31) When you're done checking your information, confirm that you have acknowledged the conditions of the JSIS and tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts. (below right)

× Supporting documents	SAVE	× Summary	× Summary
Supporting document 1 For entire claim	\rightarrow	General details	For entire claim
Supporting document 2 Linked expenses Medicine / pharmaceutical product		Staff currently serving or having served in a delegation (outside the E.U) No Request type Standard	Supporting document 2.png Linked expenses Medicine / pharmaceutical product
		Expenses	General conditions
		1 01/11/2022 Toy Story Medicine / pharmaceutical product Total: 100 ZAR	I accept the common rules of the joint sickness assurance scheme. I confirm that I'm aware of the validity and conformity criteria for supporting
		2 01/11/2022 Toy Story Medicine / pharmaceutical product Totai: 20 ZAR 2 2	documents listed here below. I certify that this claim, together with the supporting documents, is correct and that the invoices have been paid for. I hereby declare
	1	Supporting documents	that I will archive the original supporting documents during 18 months starting on the day I receive the reimbursement account
	+	Supporting document 1.png For entire claim	sheet for my medical expenses and I will submit them to the settlements office upon request.
L. L	_	o. Supporting document 2.png	
<pre>✓ PREVIOUS 3 of 4</pre>	NEXT >	<pre>✓ PREVIOUS 4 of 4 SEND</pre>	<pre>✓ PREVIOUS 4 of 4 SEND</pre>

32) You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 7.1 View reimbursement

7.2.2. Create an accident reimbursement request

Accident reimbursement steps:

- 1) From the service list, select "Reimbursement requests"
- 2) Tap on the + icon to add a new reimbursement request. (below left)
- 3) Step1: Change the delegation information if needed. By default, the Delegation field is set to "No".
- 4) Choose "Accident" request type from list.
- 5) Select the date of the accident (can be only in the past). Tap "Next"

× Create request	× Create request	× Create request
Main details	Main details	Main details
Request type * Standard	Request type * Standard	Request type * Accident
Staff currently serving or having served in a delegation (outside the E.U) * No $\hfill No$	Staff currently serving or having served in a delegation (outside the E.U) * No $\hfill \begin{tabular}{lllllllllllllllllllllllllllllllllll$	Staff currently serving or having served in a delegation (outside the E.U) * No
		Date* Tap/click to select date 🗸 🔇
		Please submit an accident report to the accident sector in PMO within ten working days or to the accident sector of your Institution if you work at the Court of Justice or The Parliament, according to the rules. Available in the staff matters portal
	Standard Accident	Please note that expenses not related to an accident accepted by PMO must be submitted in a separate claim of
	Occupational disease	
	Reimbursement for serious illness	
1 of 4 NEXT >	JSIS Health Screening Programme	1 of 4 NEXT >

- 6) System displays Step2 List of expenses.
- 7) Tap on the icon to add a new expense. You are allowed to add up to five expenses. (below left)
- 8) Select the Treatment date. For Accident requests, the treatment date can be set only after the accident date. The list of beneficiaries will be filled in based on the selected date and the type of request. Only the beneficiaries covered by JSIS on that date will be displayed. (below middle)
- 9) Select the Beneficiary.

- 10) Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list. (below right)
- 11) Depending on your selection, additional fields may appear in the expense form: number of Sessions etc.

Note: You can choose to change the language of the Treatment detail by tapping on the language icon, just above the Treatment list. That will switch your list from English to French and vice versa.

× List of expenses	× Add exp	ense	SAVE	×	Туре
	Treatment date * 16/01/2024		*	9	Treatment or expense type
	Beneficiary * wPg nSqEDmi			0	Medicine / pharmaceutical product
	Country * Luxemburg			0	Acupuncture
	Currency * EUR - EURO		-	0	Ambulance/transport costs
	Treatment det	ails		0	Analyses and tests
	Type *			0	Analyses and tests with prior authorisation
	Select	•	•	0	Annual visit package - Agencies / Outside EU
+ Add expense	Total cost *	0.00	EUR	0	Annual visit package – Agencies / Outside EU
To add an expense please click the + button (max 5 expenses.)	Reimbursement from another source			0	COVID-19 test
	Source 1	0.00	EUR	0	COVID-19 vaccination
	Source 2	0.00	EUR	0	Colonoscopy
	Comment			0	Confinement
				0	Consultation / Visit general practitioner
				0	Consultation Geriatrician
+				0	Consultation anaesthetist
				0	Consultation and miscellaneous
<pre></pre>				0	Consultation cardiologist

- 12) Select the Country, if needed
- 13) Change the Currency, if needed. The default currency is the currency of the country from the previous step.
- 14) Add your costs and the reimbursement received from other sources and tap "Save". (below left)



- 15) The system will save and add your expense to the list of expenses (below right)
- 16) You can choose to add a new expense in the list of expenses by tapping the

icon. (below left)

- 17) You can still edit an expense by tapping on it or delete it by tapping on the three dots icon in next to the request and choosing Delete. Tap on Next to move to the next step. (below middle)
- 18) The system will move to Step 3 Supporting documents (below right)



19) Step 3 – Supporting documents. Tap on the + icon to add a new supporting document. (below left)

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

- 20) The system will prompt you to take a photo or choose a file from your mobile. (below middle)
- 21) Take a photo or select document from your documents list. (below right)

× Supporting documents save	× Supporting documents save	
		← Select an image Done
		Camera Browse
		La construction de la construcción de la construcc
7	Ŧ	Annual Annual Transment
Add supporting document	Add supporting document	0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 - 0 -
You can upload a PDF, JPEG, BMP, GIF, PNG less than 10MB. Please choose High Resolution or the Original, if prompted.	You can upload a PDF, JPEG, BMP, GIF, PNG less than 10MB. Please choose High Resolution or the Original, if prompted.	
+	Upload document	Name Part Image: Compare the sector of the
	Take a photo	Second Se
<pre><pre>PREVIOUS 3 of 4 NEXT ></pre></pre>	Choose file	

- 22) Once your document is uploaded, you need to link it to an expense (below left) or to the entire claim, if relevant (below middle). Tap Done to return to the list of supporting documents.
- 23) If you choose to link the document to an expense only, you will be prompted to make sure that all expenses have supporting proofs. (below right)

×	Supporting document	DONE		×	Supporting document	DONE	×	Supporting documents	SAVE
Attacl	hment			Atta	chment		0	Supporting document 1 Linked expenses	: >
0	Supporting document 1 304.94 Kb			0	Supporting document 1 304.94 Kb		1	Annual visit package - Agencies / Ou	utside EU
Link thi	is file with the entire claim		OR	Link	this file with the entire claim	•		Please link one document to the entire claim, or have at	
Link e	expenses						-> ×	least one document linked p expense.	er
1	18/09/2022 Manuel Silva Annual visit package - Agencies / Outside EU								
2	19/09/2022 Rute Silva Medicine / pharmaceutical product								
								(+
							< PRE	evious 3 of 4 i	NEXT >

- 24) Repeat the process above and when you have finished adding your supporting documents and linking them to the expense, tap Next. (below right)
- 25) The system will move to Step 4 Request summary. In this step you can view all your information in a summarized way: general information, expenses and supporting documents (below middle and right).
- 26) You can tap on the expenses or supporting documents to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 27) When you're done checking your information, confirm that you have acknowledged the conditions of the JSIS and tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts. (below right)

×	Supporting documents	SAVE	× Summary	× Summary
0	Supporting document 1 For entire claim	: >	General details	18/01/2024 Wpg Nsqedmi
0	Supporting document 2 Linked expenses	: >	Staff currently serving or having served in a delegation (outside the E.U) NO	Analyses and tests
2	Analyses and tests		Request type SCrOll Accident	Supporting documents
			Date 15/01/2024	Supporting document 2.png Linked expenses
		/	Expenses	2 Analyses and tests
			18/01/2024 Wpg Nsgedmi Ambulance/transport costs Totat: 100 EUR	Supporting document 1.png For entire claim
			18/01/2024 Wpg Nsqedmi	General conditions
			Analyses and tests Total: 200 EUR	I accept the common rules of the joint
			Supporting documents	I confirm that I'm aware of the validity and conformity criteria for supporting documents listed here below.
			Supporting document 2.png Linked expenses	I certify that this claim, together with the supporting documents, is correct and that the invoices have
			2 Analyses and tests	been paid for. I hereby declare that I will archive the original supporting documents during 18 months
		+	Supporting document 1.png For entire claim	starting on the day I receive the reimbursement account sheet for my medical expenses and I will submit them to the settlements office upon request.
< PR	EVIOUS 3 of 4	NEXT >	<pre> <pre> <pre> <pre> <pre> </pre> </pre> <pre> <pre> <pre> </pre> </pre> </pre> </pre> </pre> <pre> <pre> <pre> <pre> <pre> <pre> <pre> </pre> </pre> </pre> </pre> </pre> </pre> <pre> <pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre></pre>	<pre></pre>

28) You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 7.1 View reimbursement

7.2.3. Create an occupational disease reimbursement request

Occupational disease reimbursement steps:

- 1) From the service list, select "Reimbursement requests"
- 2) Tap on the + icon to add a new reimbursement request. (below left)
- 3) Step1: Change the delegation information if needed. By default, the Delegation field is set to "No".
- 4) Choose "Occupational disease" request type from list.
- 5) Specify the date of the request. Tap "Next"

← Reimbursement requ	All -	× Create request	× Create request
March 2024		Main details	Main details
Standard Requested on 01/03/2024 14:47 Total: 10 EUR	>	Request type * Standard	Request type* Occupational disease
Ongoing		Staff currently serving or having served in a delegation (outside the E.U) * No	Staff currently serving or having served in a delegation (outside the E.U) * No
February 2024			Date *
Standard Requested on 28/02/2024 18:59 Total: 25 EUR	>		Tap/click to select date Please note that expenses not related to an occupational disease recognised by the JSIS must be submitted in a
January 2024	_		
Standard Requested on 12/01/2024 21:41 Total: 283.56 EUR		Standard Accident Occupational disease	
Ungoing	_		
December 2023	+	Reimbursement for serious illness	
Standard Requested on		JSIS Health Screening Programme	1 of 4 NEXT >

- 6) System displays Step2 List of expenses.
- 7) Tap on the ⁺ icon to add a new expense. You are allowed to add up to five expenses. (below left)
- 8) Select the Treatment date. The list of beneficiaries will be filled in based on the selected date and the type of request. Only the beneficiaries covered by JSIS on that date will be displayed. (below middle)
- 9) Select the Beneficiary.

- 10) Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list. (below right)
- 11) Depending on your selection, additional fields may appear in the expense form: prior Authorization requests, dental cost estimates, number of Sessions etc.

Note: You can choose to change the language of the Treatment detail by tapping on the language icon, just above the Treatment list. That will switch your list from English to French and vice versa.

× List of expenses	× Add exper	ISE	SAVE	×	Туре
	Treatment date * 26/06/2023		÷	٩	Treatment or expense type
	Beneficiary * Toy STORY		· ·/	0	Medicine / pharmaceutical product
	Country * Luxemburg			\bigcirc	Acupuncture
1	Currency* EUR - Euro		1.	\bigcirc	Ambulance/transport costs
+	Treatment detail			\bigcirc	Analyses and tests
Add expense	Type* Select			0	Analyses and tests with prior authorisation
click the + button (max 5 expenses.)	Total cost *	0.00 E	UR	0	Annual visit package - Agencies / Outside EU
	Reimbursement fror	n another source		0	Annual visit package – Agencies / Outside EU
	Source 1	0.00 EU	UR 👻	\bigcirc	COVID-19 test
	Source 2	0.00 E	UR 👻	\bigcirc	COVID-19 vaccination
+	Comment			\bigcirc	Colonoscopy
				\bigcirc	Confinement
(PREVIOUS 2 0T4 NEXT)					Consultation / Visit general

- 12) Select the Country, if needed. .
- 13) Change the Currency, if needed. The default currency is the currency of the country from the previous step.
- 14) Add your costs and the reimbursement received from other sources and tap "Save". (below left)

× Ac	ld expense	;	SAV
Treatment da 26/06/202	ate * 23		Ŧ
Beneficiary* Toy STOF	RY		Ŧ
Country * Luxembur	rg		,
Currency* EUR - Eu	iro		-
Treatme	ent details		?
⊤ _{ype} * Medicine	/ pharmaceuti	cal produ	ict 🕨 🖪
+	Add medicine		
Total cos	st*	0.00	EUR
Reimburs	ement from a	nother so	urce
Source 1		0.00	EUR -
Source 2		0.00	EUR -
Comment			

- 15) The system will save and add your expense to the list of expenses (below right)
- 16) You can choose to add a new expense in the list of expenses by tapping the

+ icon. (below left)

- 17) In order to add a medicine, you go through the same steps as before, but select "Medicine/Pharmaceutical product" in the Treatment type details list. (below middle)

18) Tap on the ticon to add a new medicine. (below middle)

19) Select the medicine, add the number of items, the amount per item and the amount received from other sources if any. Tap on Done to return the expense screen (below right)

Note: The currency in the medicine details is given by the currency of the country selected in the expense screen. You cannot modify that in the Medicine details screen.

Note: If your medicine is not in the Medicines list, you can just type the name and you will be able to use it in your request.

× List of expenses	× Add expense SAVE	× Add medicine DONE
26/06/2023 Toy Story Medicine / pharmaceutical product Calore EUR	Treatment date * 26/06/2023 * Beneficiary * Toy STORY *	Medicine details Medicine / Pharmaceutical product * IBUFEN
	Country * South Africa	Number * Amount per unit *
	Currency* ZAR - South African Rand	1 0.00 ZAR
	Treatment details	Total amount * 0.00 ZAR
	Type * Medicine / pharmaceutical product	Reimbursement from another source
	Add medicine	Source 1 0.00 ZAR
		Source 1 0.00 ZAR
	Total cost * 0.00 ZAR	
1	Reimbursement from another source	
	Source 1 0.00 ZAR · *	
	Source 2 0.00 ZAR · *	
The expense has been saved.	Comment	

- 20) Your list of medicines will appear in the expense screen. If there are any errors, you will see a red exclamation icon on the medicine name. Please correct that in order to move forward and tap on Save when you're done (below left)
- 21) The system will save and add your new expense to the list of expenses (below middle)
- 22) You can still edit an expense by tapping on it or delete it by tapping on the three dots icon in next to the request and choosing Delete. Tap on Next to move to the next step. (below middle)
- 23) The system will move to Step 3 Supporting documents (below right)



24) Step 3 – Supporting documents. Tap on the supporting document. (below left)

icon to add a new

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

- 25) The system will prompt you to take a photo or choose a file from your mobile. (below middle)
- 26) Take a photo or select document from your documents list. (below right)


- 27) Once your document is uploaded, you need to link it to an expense (below left) or to the entire claim, if relevant (below middle). Tap Done to return to the list of supporting documents.
- 28) If you choose to link the document to an expense only, you will be prompted to make sure that all expenses have supporting proofs. (below right)

×	Supporting document	DONE		×	Supporting document	DONE	×	Supporting documents	SAVE
Attacl	hment			Atta	chment		0	Supporting document 1 Linked expenses	$\mathbf{E} >$
0	Supporting document 1 304.94 Kb			0	Supporting document 1 304.94 Kb		1	Annual visit package - Agencies / Ou	tside EU
Link thi	is file with the entire claim		OR	Link t	his file with the entire claim	-		Please link one document to the entire claim, or have at	
Link e	expenses						→ ×	least one document linked pe expense.	er
1	18/09/2022 Manuel Silva Annual visit package - Agencies / Outside EU								
2	19/09/2022 Rute Silva Medicine / pharmaceutical product								
								•	+
							< PRE	vious 3 of 4	NEXT >

- 29) Repeat the process above and when you have finished adding your supporting documents and linking them to the expense, tap Next. (below right)
- 30) The system will move to Step 4 Request summary. In this step you can view all your information in a summarized way: general information, expenses and supporting documents (below middle and right).
- 31) You can tap on the expenses or supporting documents to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 32) When you're done checking your information, confirm that you have acknowledged the conditions of the JSIS and tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts. (below right)



33) You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 7.1 View reimbursement

7.2.4. Create a serious illness reimbursement request

For a reimbursement for serious illness request there is a pre-requisite to have a decision registered in JSIS. Request steps:

- 1) From the service list, select "Reimbursement requests"
- 2) Tap on the ⁺ icon to add a new reimbursement request. (below left)
- 3) Step1: Change the delegation information if needed. By default, the Delegation field is set to "No".
- 4) Choose "Reimbursement for serious illness" request type from list.

← Reimbursement requ	All -	× Create request × Create request	
March 2024		Main details Main details	
Standard Requested on 01/03/2024 14:47	•	Request type * Request type * Reinbursement for serious illness	¥
Total: 10 EUR	: /	Staff currently serving or having served in a delegation (outside the E.U) * No.	Ť
Ungoing		NO	
February 2024		Decision Ref. *	
Standard Requested on 28/02/2024 18:59 Total: 25 EUR	•	No reference to a serious illness recognised by the JS has been found. We ask you	IS u to
Ongoing		submit a request for the	
January 2024		Please note that expenses r	not
Standard		Standard 1 related to a serious illness recognised by the JSIS mus	t
Requested on 12/01/2024 21:41 Total: 283.56 EUR	:	Accident be submitted in a separate	
Ongoing		Occupational disease	
December 2023		Reimbursement for serious illness	
Standard Requested on	+	JSIS Health Screening Programme 1 of 4	NEXT >

5) System will display an additional field to select the decision. Select the decision and tap "Next"

× Create request	× Create request	× Create request
Main details	Main details	Main details
Request type * Reimbursement for serious illness	Request type* Reimbursement for serious illness	Request type * Reimbursement for serious illness *
Staff currently serving or having served in a delegation (outside the E.U) * NO	Staff currently serving or having served in a delegation (outside the E.U) $^{\rm s}$ $$\psi$$ No	Staff ourrently serving or having served in a delegation (outside the E.U) * $$\Psi$}$ NO
Decision Ref. * Select	Decision Ref. * Select	Decision Ref. * Otlis Zmnsol: 231212.F63656 (11/12/2023 - 11/1 *
Please note that expenses not related to a serious/liness recognised by the JSIS must besubmitted in a separate claim of reimbusement!	Please note that expenses not related to a serious illness recognised by the JSIS must be submitted in a separate claim of reimbursement!	Please note that expenses not related to a serious illness recognised by the JSIS must be submitted in a separate claim of reimbursement!
1 of 4 NEXT >	Otlis Zmnsol: 231212.F63656 (11/12/2023 - 11/12/2028)	1 of 4 NEXT >

- 6) System displays Step2 List of expenses.
- 7) Tap on the ⁺ icon to add a new expense. You are allowed to add up to five expenses. The expense list is filtered according to the serious illness. (below left)

- 8) Select the Treatment date. The list of beneficiaries will be filled in based on the selected date and the type of request. Only the beneficiaries covered by JSIS on that date will be displayed. (below middle)
- 9) Select the Beneficiary.
- 10) Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list. (below right)
- 11) Depending on your selection, additional fields may appear in the expense form: number of Sessions etc.

Note: You can choose to change the language of the Treatment detail by tapping on the language icon, just above the Treatment list. That will switch your list from English to French and vice versa.

× List of expenses	× Add exp	pense	SAVE	×	Туре
	Treatment date * 26/06/2023		Ŧ	۹	Treatment or expense type
	Beneficiary * Toy STORY		/	0	Medicine / pharmaceutical product
	Country * Luxemburg			\circ	Acupuncture
	Currency * EUR - Euro			\circ	Ambulance/transport costs
+	Treatment de	tails		\bigcirc	Analyses and tests
Add expense	Type * Select	/	, 🔊	\circ	Analyses and tests with prior authorisation
click the + button (max 5 expenses.)	Total cost *	0.00	EUR	\circ	Annual visit package - Agencies / Outside EU
/	Reimbursement	from another sour	се	0	Annual visit package – Agencies / Outside EU
	Source 1	0.00	EUR 👻	\bigcirc	COVID-19 test
	Source 2	0.00	EUR 👻	\bigcirc	COVID-19 vaccination
+	Comment			\bigcirc	Colonoscopy
				\bigcirc	Confinement
(PREVIOUS 2014 NEXT)					Consultation / Visit general

- 12) Select the Country.
- 13) Change the Currency, if needed. The default currency is the currency of the country from the previous step.
- 14) Add your costs and the reimbursement received from other sources and tap "Save". (below left)

× Add exp	ense	SAVE
Treatment date *		.
Beneficiary * Toy STORY		Ŧ
Country * Luxemburg		•
Currency* EUR - Euro		Ŧ
Treatment det	tails	?
Type * Medicine / pharm	aceutical produ	uct 🕨 💌
+ Add med	dicine	
Total cost *	0.00	EUR
Reimbursement f	from another so	ource
Source 1	0.00	EUR -
Source 2	0.00	EUR +
Comment		

- 15) The system will save and add your expense to the list of expenses (below right)
- 16) You can choose to add a new expense in the list of expenses by tapping the

+ icon. (below left)

17) In order to add a medicine, you go through the same steps as before, but select "Medicine/Pharmaceutical product" in the Treatment type details list. (below middle)



+ icon to add a new medicine. (below middle)

19) Select the medicine, add the number of items, the amount per item and the amount received from other sources if any. Tap on Done to return the expense screen (below right)

Note: The currency in the medicine details is given by the currency of the country selected in the expense screen. You cannot modify that in the Medicine details screen.

Note: If your medicine is not in the Medicines list, you can just type the name and you will be able to use it in your request.

× List of expenses	× Add expense	SAVE	× Add medici	ne DONE
26/06/2023 Toy Story Medicine / pharmaceutical :> product Total: 0 FUR	Treatment date * 26/06/2023 Beneficiary * Toy STORY	*	Medicine details Medicine / Pharmaceutical pr IBUFEN	roduct *
	Country * South Africa	•	Number *	Amount per unit *
	Currency * ZAR - South African Ran	d F	1	0.00 ZAR
	Treatment details	0	Total amount *	0.00 ZAR
	Type * Medicine / pharmaceutic	al product 🕨 💷	Reimbursement from	another source
1	Add medicine		Source 1	0.00 ZAR
		'	Source 1	0.00 ZAR
	Total cost * 0	.00 ZAR		
/	Reimbursement from an	other source		
	Source 1 0	.00 ZAR·*		
	Source 2 0	.00 ZAR·*		
The expense has been saved.	Comment			

- 20) Your list of medicines will appear in the expense screen. If there are any errors, you will see a red exclamation icon on the medicine name. Please correct that in order to move forward and tap on Save when you're done (below left)
- 21) The system will save and add your new expense to the list of expenses (below middle)
- 22) You can still edit an expense by tapping on it or delete it by tapping on the three dots icon i next to the request and choosing Delete. Tap on Next to move to the next step. (below middle)
- 23) The system will move to Step 3 Supporting documents (below right)



24) Step 3 – Supporting documents. Tap on the ⁺ icon to add a new supporting document. (below left)

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

25) The system will prompt you to take a photo or choose a file from your mobile. (below middle)

26) Take a photo or select document from your documents list. (below right)

×	Supporting documents	SAVE	×	Supporting documents s	AVE		
					← S	elect an image	Done
					Camer	a Browse	an and the second secon
					For second second	And a set of the set o	Annue a series and
	+			+		-trappe	100 Har - AA
	Add supporting documer	it		Add supporting document	0	10010750X	
You o	can upload a PDF, JPEG, BMP, GIF 10MB. Please choose High Resolu Original, if prompted.	, PNG less tion or the	You than	an upload a PDF, JPEG, BMP, GIF, PNG 10MB. Please choose High Resolution or Original, if prompted.		A sensitive devices of	A second
		+	Uplo	ad document	Presented Internet version and Internet version and and Internet version and and Internet I	Para	
		-	Ó	Take a photo	Summer	•	Reconstraint Reconstraint Reconstraint
<pre>< PF</pre>	REVIOUS 3 of 4	NEXT >		Choose file			

- 27) Once your document is uploaded, you need to link it to an expense (below left) or to the entire claim, if relevant (below middle). Tap Done to return to the list of supporting documents.
- 28) If you choose to link the document to an expense only, you will be prompted to make sure that all expenses have supporting proofs. (below right)

×	Supporting document	DONE		×	Supporting document	DONE	×	Supporting documents	SAVE
Attacl	hment			Atta	chment		0	Supporting document 1 Linked expenses	: >
0	Supporting document 1 304.94 Kb			0	Supporting document 1 304.94 Kb		1	Annual visit package - Agencies / Ou	itside EU
Link thi	is file with the entire claim		OR	Link	this file with the entire claim	•		Please link one document to the entire claim, or have at	
Link e	expenses						-> ×	least one document linked p expense.	er
1	18/09/2022 Manuel Silva Annual visit package - Agencies / Outside EU								
2	19/09/2022 Rute Silva Medicine / pharmaceutical product								
								(+
							< PRE	evious 3 of 4 i	NEXT >

- 29) Repeat the process above and when you have finished adding your supporting documents and linking them to the expense, tap Next. (below right)
- 30) The system will move to Step 4 Request summary. In this step you can view all your information in a summarized way: general information, expenses and supporting documents (below middle and right).
- 31) You can tap on the expenses or supporting documents to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 32) When you're done checking your information, confirm that you have acknowledged the conditions of the JSIS and tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts. (below right)

×	Supporting documents	SAVE	× Summary	× Summary		
0	Supporting document 1 For entire claim	I >	General details	19/01/2024 2 Ottis Zmnsol Misicine / obermaceutical product		
0	Supporting document 2 Linked expenses	: >	Staff currently serving or having served in a delegation (outside the E.U) NO	Total: 25 EUR 1		
2	Medicine / pharmaceufical product		Request type SCrOII Reimbursement for serious illness	Supporting documents		
			Expenses	Supporting document 1.png For entire claim		
			19/01/2024 1 Otlis Zmnsol Analyses and tests Total: 200 EUR	Supporting document 2.png Linked expenses		
			19/01/2024 2 Otlis Zmnsol Medicine / pharmaceutical product C Total: 25 EUR	General conditions		
				Supporting documents	I accept the common rules of the joint sickness assurance scheme. I confirm that I'm aware of the validity and	
			Supporting document 1.png For entire claim	conformity criteria for supporting documents		
			Supporting document 2.png Linked expenses Medicine / pharmaceutical product	I certify that this claim, together with the supportin documents, is correct and that the invoices have been paid for. I hereby declare that I will archive t original supporting documents during 18 months		
		+	General conditions	starting on the day I receive the reimbursement account sheet for my medical expenses and I will submit them to the settlements office upon request.		
< PR	EVIOUS 3 of 4	NEXT >	<pre></pre>	<pre></pre>		

33) You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 7.1 View reimbursement

7.2.5. Create a JSIS Health Screening Programme reimbursement request

JSIS Health Screening Programme reimbursement steps:

- 1) From the service list, select "Reimbursement requests"
- 2) Tap on the $\stackrel{+}{\longrightarrow}$ icon to add a new reimbursement request. (below left)
- 3) Step1: Change the delegation information if needed. By default, the Delegation field is set to "No".
- 4) Choose "JSIS Health Screening Programme" request type from list. Tap "Next"

← Reimbursement requ	All 🗸	× Create request × Edit request
March 2024		Main details Main details
Standard Requested on 01/03/2024 14:47 Total: 10 EUR	>	Request type * Standard
Ongoing		Staff currently serving or having served in a delegation (outside the E.U) * No
February 2024		
Standard Requested on 28/02/2024 18:59 Total: 25 EUR	>	
January 2024		
Standard Requested on 12/01/2024 21:41 Total: 283.56 EUR	1	Standard Accident Occupational disease
December 2023		Reimbursement for serious illness
Equested on		JSIS Health Screening Programme 1 of 4 NEXT >

5) System displays a field to choose the invitation. Tap on invitation and select the related invitation. There is a pre-requisite to have a decision registered in JSIS.



- 6) System displays Step2 List of expenses.
- 7) Tap on the ⁺ icon to add a new expense. You are allowed to add up to five expenses. (below left)
- 8) Select the Treatment date.
- 9) Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list. (below right). The expense list is filtered according to the serious illness.
- 10) Depending on your selection, additional fields may appear in the expense form: prior Authorization requests, number of Sessions etc.

Note: You can choose to change the language of the Treatment detail by tapping on the language icon, just above the Treatment list. That will switch your list from English to French and vice versa.

× List of expenses	× Add expense	SAVE	×	Туре
	Treatment date * 26/06/2023 Benefician &	· ·	Q	Treatment or expense type
	Toy STORY	· · ·	\bigcirc	Medicine / pharmaceutical product
	Country * Luxemburg		\bigcirc	Acupuncture
	Currency* FUR - Furo		\bigcirc	Ambulance/transport costs
+	Treatment details		\bigcirc	Analyses and tests
Add expense	Type * Select	/, 🛛	$^{\circ}$	Analyses and tests with prior authorisation
click the + button (max 5 expenses.)	Total cost * 0.00	EUR	0	Annual visit package - Agencies / Outside EU
	Reimbursement from anothe	r source	0	Annual visit package – Agencies / Outside EU
	Source 1 0.00	EUR 👻	\bigcirc	COVID-19 test
	Source 2 0.00	EUR 👻	\bigcirc	COVID-19 vaccination
+	Comment		$^{\circ}$	Colonoscopy
			\bigcirc	Confinement
CPREVIOUS 2014 NEXT >				Consultation / Vicit general

- 11) Select the Country.
- 12) Change the Currency, if needed. The default currency is the currency of the country from the previous step.
- 13) Add your costs and the reimbursement received from other sources and tap "Save". (below left)

× Add expense	9	SAVE	×	List of expenses	
Treatment date * 18/01/2024 Country *		÷	1	18/01/2024 Consultation / Visit general practitioner	:
Currency * EUR - Euro			2	18/01/2024 Other Tests / Exams	:
Treatment details Type * Other Tests / Exams		•			
Total cost *	450	EUR			
Reimbursement from a	nother sourc	e			
Source 1	0.00	EUR			
Source 2	0.00	EUR			
Comment					
					+
			The e	expense has been saved.	

- 14) The system will save and add your expense to the list of expenses (below right)
- 15) You can choose to add a new expense in the list of expenses by tapping the

icon and follow the same process as above.

16) The system will save and add your new expense to the list of expenses (below middle)

17) You can still edit an expense by tapping on it or delete it by tapping on the three dots icon i next to the request and choosing Delete. Tap on Next to

three dots icon a next to the request and choosing Delete. Tap on Next to move to the next step. (below middle)

18) The system will move to Step 3 – Supporting documents (below right)

× Add expense		SAVE	×	List of expenses		×	Supporting	g documents	SAVE
Treatment date * 18/01/2024 Country * Netherlands			1	18/01/2024 Consultation / Visit general practitioner Total: 122 EUR	i >	1			
Currency * EUR - Euro		*	2	18/01/2024 Other Tests / Exams	: >				
Treatment details Type * Other Tests / Exams									
Total cost *	450 E	UR							
Reimbursement from an	other source						Add su	+ pporting documen	it
Source 1	0.00 E	UR-¥				You car	upload a PDF, J	IPEG, BMP, GIF, PNG	less than 10MB.
Source 2	0.00 E	UR·▼				Pleas	e choose High R	esolution or the Origin	al, if prompted.
Comment									
					+				+
			< PRI	EVIOUS 2 of 4	NEXT >	< PF	EVIOUS	3 of 4	NEXT >

19) Step 3 – Supporting documents. Tap on the ⁺ icon to add a new supporting document. (below left)

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

- 20) The system will prompt you to take a photo or choose a file from your mobile. (below middle)
- 21) Take a photo or select document from your documents list. (below right)



- 22) Once your document is uploaded, you need to link it to an expense (below left) or to the entire claim, if relevant (below middle). Tap Done to return to the list of supporting documents.
- 23) If you choose to link the document to an expense only, you will be prompted to make sure that all expenses have supporting proofs. (below right)



24) Repeat the process above and when you have finished adding your supporting documents and linking them to the expense, tap Next. (below right)

- 25) The system will move to Step 4 Request summary. In this step you can view all your information in a summarized way: general information, expenses and supporting documents (below middle and right).
- 26) You can tap on the expenses or supporting documents to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 27) When you're done checking your information, confirm that you have acknowledged the conditions of the JSIS and tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts. (below right)



28) You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 7.1 View reimbursement

7.2.6. Create a medical service – spectacles for work reimbursement request

Medical service – spectacles for work reimbursement steps:

- 1) From the service list, select "Reimbursement requests"
- 2) Tap on the *icon* to add a new reimbursement request. (below left)
- 3) Step1: Change the delegation information if needed. By default, the Delegation field is set to "No".
- 4) Choose "Medical service" request type from list.



5) A new field will be displayed "Service Type". Tap on it and select "Spectacles for work". Tap "Next".

× Create request	× Create request	× Create request
Main details	Main details	Main details
Request type * Medical service	Request type * * * *	Request type * The dical service The dical service
Service type * Select	Service type * .	Service type * Spectacles for work
	Spectacles for work	
1 of 4 NEXT >	Annual medical check-up	1 of 4 NEXT >

6) System displays Step2 - List of expenses.

- 7) Tap on the ⁺ icon to add a new expense. You are allowed to add up to five expenses. (below left). The expense list is limited to spectacles related services/items.
- 8) Select the Treatment date.
- 9) Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list. (below right) Note: You can choose to change the language of the Treatment detail by tapping on the language icon, just above the Treatment list. That will switch your list from English to French and vice versa.

X List of expenses SAVE	× Add expense SAVE	×	Туре
	Treatment date * 18/01/2024 *	۹	Treatment or expense type
	Country * Italy	0	Consultation ophthalmologist
	Currency * EUR - Euro	0	Optician test costs
	Treatment details ()	0	Corrective glasses(frame and/or lenses)
	Type* Select .		
	Total cost * 0.00 EUR		
+ Add expense			
To add an expense please click the + button (max 5 expenses			
+			
<pre></pre>			

- 10) Select the Country.
- 11) Change the Currency, if needed. The default currency is the currency of the country from the previous step.
- 12) The system will save and add your expense to the list of expenses (below right)
- 13) You can choose to add a new expense in the list of expenses by tapping the

icon. (below left)

14) The system will save and add your new expense to the list of expenses (below middle)

15) You can still edit an expense by tapping on it or delete it by tapping on the three dots icon ⁱ next to the request and choosing Delete. Tap on Next to move to the next step. (below middle)

× Add expens	se .		SAVE	×	List of ex	penses		SAVE	×	Suppor	ting documents	SAVE
Treatment date * 18/01/2024 Country * Italy			~	1	18/01/202 Consultatio	:4 n ophthalmologist 0 EUR	. 1	>		t		
Currency * EUR - Euro			-									
Treatment details												
Type * Consultation ophthaln	nologist	•										
Total cost *	200	EUR									+	
									1	Add	I supporting docum	ent
									You c Plea	an upload a Pl ise choose Hig	DF, JPEG, BMP, GIF, PN gh Resolution or the Orig	IG less than 10MB. jinal, if prompted.
							-					+
				< PF	REVIOUS	2 of 4	NE	хт >	< 1	REVIOUS	3 of 4	NEXT >

16) The system will move to Step 3 – Supporting documents (below right)

17) Step 3 – Supporting documents. Tap on the ⁺ icon to add a new supporting document. (below left)

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

- 18) The system will prompt you to take a photo or choose a file from your mobile. (below middle)
- 19) Take a photo or select document from your documents list. (below right)



- 20) Once your document is uploaded, you need to link it to an expense (below left) or to the entire claim, if relevant (below middle). Tap Done to return to the list of supporting documents.
- 21) If you choose to link the document to an expense only, you will be prompted to make sure that all expenses have supporting proofs. (below right)



22) Repeat the process above and when you have finished adding your supporting documents and linking them to the expense, tap Next. (below right)

- 23) The system will move to Step 4 Request summary. In this step you can view all your information in a summarized way: general information, expenses and supporting documents (below middle and right).
- 24) You can tap on the expenses or supporting documents to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 25) When you're done checking your information, confirm that you have acknowledged the conditions of the JSIS and tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts. (below right)



26) You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 7.1 View reimbursement

7.2.7. Create a medical service – annual medical check-up reimbursement request

For a reimbursement for annual medical check-up request there is a pre-requisite to have a consultation registered in the annual service from JSIS. Request steps:

- 1) From the service list, select "Reimbursement requests"
- 2) Tap on the ¹/₂ icon to add a new reimbursement request. (below left)
- 3) Step1: Change the delegation information if needed. By default, the Delegation field is set to "No".

4) Choose "Medical service" request type from list.

÷	Reimbursement requests	All -	× Create request	× Create request
Januar	y 2024		Main details	Main details
	Bon Rose Last updated on 19/01/2024 12:54		Request type * Standard	Request type * Standard
	Total: 0 EUR	: >	Staff currently serving or having served in a delegation (outside the E.U) * *	Staff currently serving or having served in a delegation (outside the E.U) * * NO
	Bon Rose Last updated on 19/01/2024 12:54 Total: 0 EUR	: >		
	Bon Rose Requested on 10/01/2024 15:17 Total: 2323 EUR	>		
	Bon Rose Requested on 09/01/2024 17:56 Total: 10 EUR	>		Standard Accident
00	Spectacles for work Requested on 09/01/2024 18:04 Total: 88 EUR	,		Occupational disease Reimbursement for serious illness USIS Health Screening Programme
	Bon Rose	+	1 of 4 NEXT >	Medical service

5) A new field will be displayed "Service Type". Tap on it and select "Spectacles for work". Tap "Next".

× Create request	× Create request	× Create request
Main details	Main details	Main details
Request type *	Request type *	Request type * Medical service
Service type * Select	Service type * .	Service type * Annual medical check-up
	Spectacles for work	
1 of 4 NEXT >	Annual medical check-up	1 of 4 NEXT >

6) System displays Step2 - List of expenses.

- 7) Tap on the ⁺ icon to add a new expense. You are allowed to add up to five expenses. (below left)
- 8) Select the Treatment date. The list of beneficiaries will be filled in based on the selected date and the type of request. Only the beneficiaries covered by JSIS on that date will be displayed. (below middle)
- 9) Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list. (below right)
 Note: You can choose to change the language of the Treatment detail by tapping on the language icon, just above the Treatment list. That will switch your list from English to French and vice versa.

X List of expenses SAVE	× Add expense SAVE	× Туре	× Add expense SAVE
	Treatment date * 19/01/2024 *	Q. [Treatment or expense type	Treatment date * 19/01/2024
	County * Italy	Analyses and tests	Country * Italy
	Currency * EUR - Euro	O Consultation / Visit general practitioner	Currency * EUR - Euro
	Treatment details 0	Consultation gynaecologist	Treatment details 0
	Type * Select 🕨 🕑		Type * Analyses and tests
	Prescription type *		Prescription type * Select
+ Add avpages	Total cost * 0.00 cup		Total cost * 0.00 EUD
To add an evnense nlesse dick the + button (may 5 evnenses)	EOR		0.00 EOR
un ann an arbanna huanna mar an annan (uarr a arbannan)			
+			
<pre></pre>			

10) Select the prescription type

SAVE	× Add expense	SAVE	× Add expense	SAVE
Ŧ	Treatment date * 19/01/2024 Country *	Ŧ	Treatment date * 19/01/2024 Country *	÷
•	Italy	•	Italy	•
*	Currency * EUR - Euro	*	Currency * EUR - Euro	Ŧ
	Treatment details ()		Treatment details ()	
, 🔍	Type * Analyses and tests	• •	Type * Analyses and tests	ه ا
-	Prescription type * Select	-	Prescription type * Cytology	Ŧ
EUR	Total cost * 0.00	EUR	Total cost * 0.00	EUR
	Gynecology			
	EUR	SAVE X Add expense Image: Add expense Treatment date * 1901/2024 County * County * County * Italy County * Italy Treatment datails • Tryse * Analyses and tests Preserved to type * Select EUR Total cost * 0.00	SAVE × Add expense SAVE Intratment date * 1901/2024 Image: Same same same same same same same same s	SAVE × Add expense SAVE × Add expense Treatment date * 19/01/2024 * 19/01/2024 Country * 111 * * Treatment details • * * * Yipe * Analyses and tests * * Prescription type * * * * Select 0.00 EUR * EUR Total cost * 0.00 EUR Gynecology Total cost * 0.00

- 11) Select the Country
- 12) Change the Currency, if needed. The default currency is the currency of the country from the previous step.
- 13) You can choose to add a new expense in the list of expenses by tapping the

icon. (below left)

- 14) The system will save and add your new expense to the list of expenses (below middle)
- 15) You can still edit an expense by tapping on it or delete it by tapping on the three dots icon i next to the request and choosing Delete. Tap on Next to move to the next step. (below middle)
- 16) The system will move to Step 3 Supporting documents (below right)



17) Step 3 – Supporting documents. Tap on the vicen to add a new supporting document. (below left)

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

- 18) The system will prompt you to take a photo or choose a file from your mobile. (below middle)
- 19) Take a photo or select document from your documents list. (below right)



- 20) Once your document is uploaded, you need to link it to an expense (below left) or to the entire claim, if relevant (below middle). Tap Done to return to the list of supporting documents.
- 21) If you choose to link the document to an expense only, you will be prompted to make sure that all expenses have supporting proofs. (below right)

×	Supporting document	DONE		×	Supporting document	DONE	×	Supporting documents	SAVE
Attac	hment			Attac	chment		0	Supporting document 1 Linked expenses	$: \rightarrow$
0	Supporting document 1 304.94 Kb			0	Supporting document 1 304.94 Kb		1	Annual visit package - Agencies / Ou	itside EU
Link th	is file with the entire claim		OR	Link th	nis file with the entire claim	-		Please link one document to the entire claim, or have at	
Link	expenses						~ × ×	least one document linked p expense.	er
1	18/09/2022 Manuel Silva Annual visit package - Agencies / Outside EU								
2	19/09/2022 Rute Silva Medicine / pharmaceutical product								
								(+
							< PRI	evious 3 of 4 r	NEXT >

22) Repeat the process above and when you have finished adding your supporting documents and linking them to the expense, tap Next. (below right)

- 23) The system will move to Step 4 Request summary. In this step you can view all your information in a summarized way: general information, expenses and supporting documents (below middle and right).
- 24) You can tap on the expenses or supporting documents to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 25) When you're done checking your information, confirm that you have acknowledged the conditions of the JSIS and tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts. (below right)



26) You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 7.1 View reimbursement

7.3. Duplicate Reimbursement request

You can duplicate an existent reimbursement to avoid encoding everything again.

- 1. From the service list, select "Reimbursement requests".
- 2. Tap on the three dots icon
- 3. Select "Duplicate"



4. A pop-up to create a request opens



- 5. Select the expenses date (this new date is used to all copied expenses)
- 6. Choose if it's to duplicate the amounts as well, or not
- 7. Tap duplicate to save the action (all information is copied from the original reimbursement)
- 8. The reimbursement is saved in "draft" and it opens in edit mode.

7.4. Adding additional required information in a Reimbursement request

There are two ways of adding additional information in a previously submitted Reimbursement request:

a. From the notification that requires you to add further information, you tap on "Details" (upper right side). This redirects you to the Reimbursement request item where you can add the information immediately.

b. In the Reimbursement requests list, you can view the items with the "Waiting for additional information" status. If you did not provide the information yet, tap on the item and add the additional info required.

Steps:

- 1) Within to the specific Reimbursement request item you can add the required supplementary information (below left and middle screen):
 - a. Tap on "Add Info"
 - b. Fill in the "General comment" text field
 - c. Attach additional documents, if needed
 - d. Tap "Send"
- 2) The additional information will be appended to the existing item (below right) and will appear as "Submitted".
- 3) You are not able to add more information after you've submitted, unless you request the JSIS back office or they send an additional request for information.

7.5. Reopen reimbursement requests

A submitted reimbursement request can be reopened for corrections of omissions and/or inaccuracies only on the same day as it was submitted, before 11:59:59 PM (midnight) Brussels time.

To reopen a submitted request, tap the three dots icon ⁱ and select "Reopen".

A confirmation message will appear, if you accept it this will revert the request to "Draft" status. You can modify the request without having to start over: the information and documents you have already entered remain in place.



7.6. View account sheets

Once your request for reimbursement has been approved and processed in the back office, one or more account sheets are generated with the amounts that were reimbursed per your request of reimbursement.

- 1) From the service list, select "Account sheets" to view your account sheets (below left).
- 2) The system displays the list of account sheets showing the request type, date and the total amount. The most recent account sheets are displayed on top of the list.
- 3) You can scroll down to view the account sheets grouped per month (below middle)
- 4) Alternatively, you can see your account sheets grouped by scan reference if you change the grouping option (middle screen up right) from Month/Year to Scan reference.
- 5) The system displays the list of account sheets grouped by Scan reference (below right)



- 6) You can tap on an account sheet in order to see the details of the account sheet (below left).
- 7) In the Account sheet view you can download the Detailed Account sheet PDF file to see all the details of your reimbursement per each line of expense (below left, above General Information)
- 8) You can additionally view your original reimbursement request by tapping on the original request (below left).
- 9) The system will open the original request with all the details in view mode. (below middle)
- 10) When opening reimbursement request details using link from associated account sheet you cannot see account sheet linked to this reimbursement request. This is to avoid infinite loop of links between reimbursement request and account sheet.

← Account sheets		×	View reque	st
General information			DETAILS	ACCOUNT SHEETS
Scan reference 123456.F12345A		Genera	al details	
Request type Normal	1	Scan ref. 22082	9.F84577	Finished
Request date 29/08/2022	1	Staff curr delegatio	rently serving or havi on (outside the E.U)	ng served in a
Reimbursement type Normal		N0 Request	type	
Amounts		Standa	ard	
Total 50.00 EUR				
Received	1	Expen	ses	
28.50 EUR		1	16/06/2022 Toy Story kinesitherapy/p	hysiotherapy
Download detailed PDF file			Total: 50 EU	R
/		Suppo	rting document	5
Original request		0	Toy füsio sa 29.11.2021.p	atekiri dr Ölluk df

11) When opening original reimbursement request using "Reimbursement Request" menu the details page will have "Account sheets" tab. You can navigate to the account sheet details page by tapping an Account sheet from the list.



8. PRIOR AUTHORISATIONS (JSIS)

This service allows you to create and view the history of your prior medical authorisations.

Please keep the original documents and do not introduce the same request for prior authorisation on paper.

8.1. View Medical Authorizations

1) From the service list, select "Prior Authorisations" to view all your medical authorisations requests created so far (below left).



- 2) The system displays the list of requests showing the beneficiary, the date of the request, the type of request, and the request's status. The most recent prior authorisations requests are displayed on top of the list. You can scroll down to view the prior authorisations requests grouped under each month.
- You can choose to edit or delete a request in Draft status by tapping on the three dots icon i next to the request.



- 4) Tap on an existing prior authorisation request to view the request information. If the request has been submitted, you can see the Scan reference code. You cannot modify such a request.
- 5) If your request is in Draft status you can continue to modify it as described in the next section.

The list can be filtered, by the different types of prior authorisations (Dental Cost Estimate and Prior Authorisation), from the top right button as displayed below:



8.2. Create Prior Authorisation Request

There are two main prior authorisations requests that can be created in MyPMO:

1. Medical care or treatment, or a medical purchase

2. Dental treatment.

The flow for creating a request is detailed below for each authorisation.

8.2.1. Create Request for Medical care

JSIS members can create a new Prior Authorisation Request for Medical care or treatment, or a medical purchase as follows:

- 1. From the service list, select "Prior Authorisations".
- 2. Tap on the + icon.
- 3. Select the Beneficiary from the list.
- 4. Select the Start Date.
- 5. Select the request type: Medical care or treatment, or a medical purchase
 - If the context type is Standard, then tap "Next"
 - If the context type is Accident, Occupational disease, Serious Illness or Health Screening, then you are requested to additional information before tapping "Next"

Note: You will have read-only fields with additional information:

- Request date automatically set to current date. It cannot be changed.
- For Health Screening context, a valid convocation needs to be selected. If there are no valid convocations, you can create one using Health Screening Requests menu.
- 6. System displays Step 2 List of treatments.
- 7. Tap on the ⁺ icon to add a new treatment. You are allowed to add up to three treatments.
- 8. Select the treatment type from the list. Start by typing the name of the treatment or select directly from the list.

× List of treatments SAVE	× Edit treatment DONE	х Туре
	A separate prior authorisation should be introduced for each	Q Delease select the type of treatmen ACCOMMODATION COSTS IN
	here below.	PARAMEDICAL ESTABLISHMENTS care services > home care services
	Treatment Type * Select	O Aerosol: purchase orthopedic supplies > respiratory supplies
+ Add treatment	1	O Aerosol; rental orthopedic supplies > respiratory supplies
To add an treatment please click the + button (max 3 treatments.)		Apparatus for measuring blood clotting time (in case of anti- coagulation for life) orthopedic supplies > respiratory supplies
/		O Blood pressure gauge orthopedic supplies > respiratory supplies
/		CPAP (apnoea/sleep):purchase orthopedic supplies > respiratory supplies
-		CPAP (apnoea/sleep):rental orthopedic supplies > respiratory supplies
<pre> v previous 2 of 3 NEXT > </pre>		CPAP: accessories/maintenance (excluding year of purchase) orthopedic supplies > respiratory supplies

9. Depending on your selection, additional fields may appear in the treatment form, such as: address, name and qualifications of the practitioner etc. Examples are shown below:

× Edit treatment DONE	× Edit treatment DONE	× Edit treatment DONE		
A separate prior authorisation should be introduced for each category of treatment listed here below.	A separate prior authorisation should be introduced for each category of treatment listed here below.	A separate prior authorisation should be introduced for each category of treatment listed here below.		
Treatment	Treatment	Treatment		
Type * ENG Aerosol: purchase	Type * ACCOMMODATION COSTS IN F	Type * Chiropractic sessions for a child		
Support documents	Complementary information ()	Complementary information ()		
 The following supporting documents are required (Motivated medical prescription) 	Address (with telephone and fax number)	Address (with telephone and fax number)		
+ Add document	Name of the establishment where treatments will be provided	Name and qualifications of practitioner providing the treatment;		
	Type of establishment	Support documents		
		The following supporting		
	Support documents	(Motivated medical		
	The following supporting	prescription)		

10. Following the treatment selection, the support documents will need to be added.

11. Tap on the ⁺ icon to add a new supporting document. The following types of supported documents are available: Motivated medical prescription (mandatory) and Detailed medical report (optional). A single file per type is allowed.

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

12. The system will prompt you to take a photo or choose a file from your mobile.

×	Edit treatment	DONE		×	Add document	DONE
•	A separate prior authorisation should be introduced for each category of treatment listed here below.			Atta	achment *	
				@ \$	CAN DOCUMENT	+ SELECT FILE
Treatment				Doo	cument details	
Type *	sol: purchase	ENG	/	File n Ente	ame* er file name	
Support documents				Document type *		
		/		Comr	nent	
8	The following supporting documents are required (Motivated medical prescription)	/		Ente	er comment here	
ŧ	Add document					

- 13. Take a photo or select document from your documents list.
- 14. If the document is scanned, you'll need to add the File name, otherwise if it's selected from the device it is automatically proposed (it will include the document type e.g. .pdf, .jpeg)
- 15. Tap Done to save and return to the treatment. Repeat the process above to add a second type of document (if needed) and when you have finished addition your support documents, tap Done.
- 16. The system will return to the list of treatments where you can either add an additional treatment (maximum three treatments) and tap Next. **Note:** an

exclamation mark ! is displayed in case that there are missing information/documents on the treatment details.



17. The system will move to Step 3 – Summary. In this step you can view all your information in a summarized way: general information, Context, List of treatments and you can add a comment.

× Summary save	× Summary SAVE			
Please keep the original documents and do not introduce the same request for prior authorisation on paper.	Request type Medical care or treatment, or a medical purchase Beneficiary Ha Todlbib			
General information	From - To			
Scan reference	22/11/2023 - 22/11/2024			
n/a	Context			
Request type Medical care or treatment, or a medical	Context type			
purchase	Standard			
Beneficiary	List of treatments Aerosol: purchase			
Ha Tqdlbjh				
From - To				
22/11/2023 - 22/11/2024				
Context	Comment			
Context type	This is my medical authorization general comment			
✓ PREVIOUS 3 of 3 SEND	✓ PREVIOUS 3 of 3 SEND			

- 18. You can tap on the treatments to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 19. You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 8.1 View Medical Authorizations
- 20. When you're done checking your information, tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts.

8.2.2. Create Request for Dental care

JSIS members can create a new Prior Authorisation Request for Dental care as follows:

- 1. From the service list, select "Prior Authorisations".
- 2. Tap on the + icon.
- 3. Select the Beneficiary from the list.
- 4. Select the Start Date.
- 5. Select the request type: Dental care
 - Dental care: for the dental care, you have to select the dental treatment type, then select the country where the treatment was performed, and tap "Next".

Note: The user will have read-only fields that will present additional information:

- (for Dental care/ all types) Currency automatically set depending on selected country. It cannot be changed.
- (for Dental care/Orthodontic dental treatment type) Context automatically set to Standard.

Note: Choose type "Standard" for the following types of dental treatments:

- Periodontal treatment;
- Dental occlusion;
- Dental prostheses;
- Implantology;

Preventive care and conservative treatment do not require the submission of a dental costs estimate.
The costs of treatment for purely aesthetic purposes such as tooth whitening, systematic replacement of silver amalgam fillings, veneers on intact incisors, tooth jewellery, etc are not reimbursed.

- 6. System displays Step 2 Support documents
- 7. Tap on the ⁺ icon to add a new support document. The following types of supported documents are available: Dental Treatment and Additional supporting document. You are allowed to add up to two Dental treatments and two Additional support documents. At least one document is needed to proceed to the next step.
- 8. The system will prompt you to take a photo or choose a file from your mobile.
- 9. Take a photo or select document from your documents list.
- 10. If the document is scanned, you'll need to add the File name, otherwise if it's selected from the device, it is automatically proposed (it will include the document type e.g. .pdf, .jpeg)
- 11. Tap Done to save and return to the Support documents. Repeat the process above to add a second type of document (if needed) and when you have finished addition your support documents, tap Next.

× Support documents SAVE	× Add document DONE	× Add document 3 DONE			
	Please attach to your application a detailed cost estimate signed and stamped by your dentist (Dental	Please attach to your application a detailed cost estimate signed and stamped by your dentist (Dental			
	Attachment *	Attachment *			
Add supporting document To add supporting document click the + button (max 2)	Document details File name * Enter file name	SCAN DOCUMENT + SELECT FILE			
supporting documents.)	Document type *	File name * Dental_treatment.png			
	Enter comment here	Document type * Additional supporting document			
+		Comment Dentist report			
<previous 2="" 3="" next="" of=""></previous>					

12. The system will move to Step 3 – Summary. In this step you can view all your information in a summarized way: general information, Context, Support documents and you can add a comment.

- 13. You can tap on the treatments to view all details but, if you need to edit any of the data, you need to go back to the previous steps.
- 14. You can retrieve your request in the list of reimbursements. If the request is in Draft status, you can tap to edit it, if the request has been submitted you can view the information as shown in section 8.1 View Medical Authorizations
- 15. When you're done checking your information, tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts.

×	Support documents	SAVE	×	Summary		SAVE	×	Summary	/	SAVE
1	Dental_treatment.png Additional supporting document Comment: Dentist report	: >	A	Please kee documents introduce t prior autho	ep the original s and do not the same requ prisation on pa	lest for liper.	From - 22/11 Con	™ 1/2023 - 22/11/ text	/2024	
		+	Gene Scan ref n/a Request Dental Beneficia Ha Tqu From - Tr 22/11/2 Conte	eral informat erence type treatment ary dlbjh 2023 - 22/11/2 ext eatment type ard	tion Draft 0 2024		Dental Stand Countr Estor Curren EUR Sup	treatment type dard y - Euro port docum Dental_tre Additional Comment: D	eents eatment.png supporting doc Dentist report	ument
< PR	EVIOUS 2 of 3	NEXT >	< PRE	EVIOUS	3 of 3	SEND	< PF	REVIOUS	3 of 3	SEND

8.3. Adding additional required information in a Prior Authorization request

There are two ways of adding additional information in a previously submitted Prior authorization request:

- a. From the notification that requires you to add further information, you tap on "Details" (upper right side). This redirects you to the Prior authorization request item where you can add the information immediately.
- b. In the Prior authorization requests list, you can view the items with the "Waiting for additional information" status. If you did not provide the information yet, tap on the item and add the additional info required.

Steps:

- 1) Within to the specific Prior authorization request item you can add the required supplementary information (below left and middle screen):
 - a. Tap on "Add Info"
 - b. Fill in the "General comment" text field

- c. Attach additional documents, if needed
- d. Tap "Send"
- 2) The additional information will be appended to the existing item (below right) and will appear as "Submitted".
- 3) You are not able to add more information after you've submitted, unless you request the JSIS back office or they send an additional request for information.

9. AFFILIATIONS TO EXTERNAL INSURANCE (JSIS)

This service allows you to manage the affiliation requests both for you and your family.

9.1. View affiliation request

- 1) From the service list, select "Affiliation to External Insurance" to view all your affiliation requests created so far.
- 2) The system displays the list of requests showing the beneficiary, the insurer, the date of the request, and the request's status. The most recent affiliation requests are displayed on top of the list. You can scroll down to view the affiliation requests history.
- 3) Tap on an existing affiliation request to view the request information. You cannot modify such a request.



9.2. Create an affiliation

- 1) From the service list, select "Affiliation to External Insurance" to view all your affiliation requests created so far.
- 2) From the Beneficiary list, tap on the Add button to create an affiliation for that beneficiary

Note: if a Beneficiary is not primarily covered, then the Add button will not be available for that beneficiary



- 3) Step1: Verify that the beneficiary data is correct. If the data is incorrect, then you'll need to either correct it in Sysper or contact PMO.
- 4) Confirm that the data is correct and tap "Next"



5) Step2: You can modify the request form date. You need to select the external insurer for which you want to submit the request. The list automatically displays only the eligible insurers.

Note: for informative reasons, other available insurers are listed in the information box and by selecting them you'll be inform why these aren't listed in the eligible insurer list.

6) You can select the desired end date and you'll need to provide the National Identification Number. A verification mechanism will confirm the validity of the provided number.



- 7) After all mandatory fields are filled, tap "Next". A summary of the request is displayed.
- 8) If you need to modify a detail of the request, you can tap on "Previous" and go to previous steps to make the modification.
- 9) Tap on "Send" to submit the request.



10. PHARMACEUTICAL PRODUCTS LIST (JSIS)

The MyPMO application allows you to search in the pharmaceutical products list to obtain additional details about various pharmaceutical products, including their eligibility.

The list is available in "My Health" services under "Pharmaceutical Products List" menu. The list of products will be displayed and a search box to find the product you are looking for more easily. You'll need at least three (3) letters to start the search. The search is performed automatically in a few seconds after you stopped typing. The search engine will use the search criteria with the logical operator: "contains". This means that the result list will include products with the search criteria in the middle in the name (e.g. as displayed below, for search criteria "aspir" the "Aquaspira" product is also returned.)

The results are displayed in a scrollable list, ordered alphabetically.



To clear the list and start a new search, simply tap on the X button from the right side of the search bar or delete the search criteria. The list will automatically be updated and you can search using a new criteria.

The products which are non-refundable are marked in red colour.

If you introduce less than three letters as search criteria, you'll be prompted that at least three charters are needed to perform the search.

If there are no results matching your criteria, then a "No products found" message is displayed.



Tapping on the Back arrow (top-left corner), you'll be return to Home Page.

11. SERIOUS ILLNESS RECOGNITION (JSIS)

11.1. View Serious illness recognition requests

- 1) From the service list, select "Serious Illness Recognition" to view all serious illness recognition requests created so far (below left).
- 2) The system displays the list of requests showing the date of the request, the request's status and the total amount of the request. The most recent requests are displayed on top of the list. You can scroll down to view the requests grouped under each month. (below middle)
- You can choose to edit or delete a request in Draft status by tapping on the three dots icon [‡] next to the request. (below middle)
- 4) Tap on an existing request to view the request information. If the request has been submitted, you can see the Scan reference code. (below right)
- 5) If your request is in Draft status you can continue to modify it as described in the next section.
- 6) The floating action button (FAB) 🨾 allows you to create a new request.

11.2. Create a new serious illness recognition request

JSIS members can create a new Serious Illness Recognition request as follows:

1. From the service list, select "Serious Illness Recognition".

-	Connected - Logout	×	Serious Illness Recognition
, ι	anguage	English -	2024
Healt	ih	· [eFb pDCRIV Updated on: 24/06/2024
	Reimbursement requests		C Draft
	Account sheets		eFb pDCRIV Updated on: 24/06/2024
•	Administrative data		eFb pDCRIv
	Insurance certificates		Updated on: 21/06/2024
	Direct Billings	E	xjewPkNm eOnXSo 240621.T39519
	Accident declarations		Submitted
J	Prior authorisations	April 2	2013
	Affiliation to External Insurance	ce 🖉	eFb pDCRIv 130404.421025 Requested on : 04/04/2013 01/02/2013 - 31/01/2015
•	Pharmaceutical Products List		8 Refused
	Serious Illness Recognition	July 2	009
?	JSIS Online Help		eFb pDCRlv 090715.420193 Requested on : 15/07/2009 24/06/2009 - 23/06/2010

- 2. Tap on the + icon.
- 3. Modify the start date, if necessary. By default, the current date is selected.
- 4. Select the Beneficiary from the list.

× Create request	SAVE	× Create request save		× Create request	SAVE
General information		General information		General information	
Request date		Request date		Request date	
02/07/2024		02/07/2024		02/07/2024	
Start date *		Start date *		Start date *	
02/07/2024	*	02/07/2024		02/07/2024	Ť
Beneficiary * Select	*	Beneficiary *	•	Beneficiary * Efb Pdcrlv	÷
				Is it an extension?	
		Efb Pdcrlv			
1 of 3	NEXT >	XJewpknm Eonxso		1 of 3 N	EXT >

- 5. Select if the request is an extension. If no, jump to step 7.
- 6. If the request is an extension, you'll need to select the previous recognition. If there is no previous recognition, then an error will be displayed. In this case, simply set back the "Is this an extension?" field to No. Both cases are exemplified below. As a note, in case of extensions, the start date will be modified as default as the next day after the existing recognition expires.

× Create request save	× Create request SA	E × Create request SAVE	× Create request save
General information	General information	General information	General information
Request date	Request date	Request date	Request date
02/07/2024	02/07/2024	02/07/2024	02/07/2024
Start date *	Start date *	Start date *	Start date *
02/07/2024	02/07/2024	02/07/2024	26/10/2024
Beneficiary* Efb Pdcrlv	Beneficiary * Gdo Gyrchvjątk	Beneficiary * Gdo Gyrchvjqtk	Beneficiary * Gdo Gyrchvjqtk
Is it an extension?	Is it an extension?	Is it an extension?	Is it an extension?
Choose file *	Choose file * Select	Choose file * Select	Choose file * Gdo Gyrchvjqtk: 240412.I330135 (11/04/2024 *
No reference to a serious illness recognised by the JSIS has been found.			
1 of 3 NEXT >	1 of 3 NEXT	Gdo Gyrchvjqtk: 240412.1330135 (11/04/2024 - 25/10/2024)	1 of 3 NEXT >

- 7. Tap Next
- 8. System displays Step 2 Supporting documents
- 9. Tap on the icon to add a new supporting document. The following types of supported documents are available: RMC Medical officer's medical report (mandatory) and Detailed medical report (optional). A single file per type is allowed.

Note: Please make sure to choose High resolution or the Original for your uploaded documents when promoted by your mobile, otherwise the documents may not be readable in the back office following the rendition to PDF.

- 10. The system will prompt you to take a photo or choose a file from your mobile.
- 11. Take a photo or select document from your documents list.
- 12. If the document is scanned, you'll need to add the File name, otherwise if it's selected from the device it is automatically proposed (it will include the document type e.g. .pdf, .jpeg)

× Supporting documents SAVE	× Add document DONE	× Add document DONE	× Add document DONE
	Attachment *	Attachment *	Attachment *
	SCAN DOCUMENT + SELECT FILE	Medical report	Medical report
	Document details	SCAN DOCUMENT + SELECT FILE	SCAN DOCUMENT + SELECT FILE
	Deciment bas 1	Document details	Document details
		File name " Medical report	Fiename* Medical report
+	Enter comment here	Document type *	Document type *
T Add supporting document To add supporting document click the + button (max 2		Comment Enter comment here	Comment Enter comment here
supporting documents.)			
_			Additional supporting document
<pre></pre>			RMC - Medical officer's medical report

13. Tap Done to save and return to the supporting document list. Repeat the process above to add a second type of document (if needed) and when you have finished addition your support documents, tap Next.

×	Supporting	documen	ts	SA	VE
1	Medical repor RMC - Medica report	t al officer's m	nedical	÷	>
				+	
< PRE	VIOUS	2 of 3		NEXT	>

- 14. The system will move to Step 3 Summary. In this step you can view all your information in a summarized way and you can add a comment.
- 15. When you're done checking your information, tap on "Send" to submit the request or on Save to keep it as Draft, if you have any doubts.
- 16. The request will be listed as Submitted. Tap on it to view the details

	Supporting documents	SAVE	× Summary SAVE	÷	Serious Illness Recognition	All 👻	× View request
1	Medical report RMC - Medical officer's medical report	I >	Please keep the original documents and do not introduce the same request for prior authorisation on paper. General information	July 202	4 eFb pDCRIv 240702.T39557 Requested on : 02/07/2024	>	With the electronic submission of this request, you declare on your honour that you will keep the original supporting documents in the event o
			Scan reference	June 202	Submitted		General information
			nra Request date 02/07/2024	9	eFb pDCRIv Updated on: 24/06/2024	: >	240702.T39557 Submitted Request date 02/07/2024
			Beneficiary Efb Pdcrlv From - To 02/07/2024 -	9	eFb pDCRIv Updated on: 24/06/2024	: >	Beneficiary Efb Edicriv From - To
		Support documents			eFb pDCRIv Updated on: 21/06/2024	• >	02/07/2024 - Support documents
	1 Medical report RMC - Medical officer's medical report		1 Medical report RMC - Medical officer's medical report	eport 🖉 Draf	🗹 Draft		1 Medical report.png
			Comment	3	xjewPkNm eOnXSo 240621.T39519 Requested on : 21/06/2024	>	RMC - Medical officer's medical report
					Submitted		
				April 201	3		
< PR	EVIOUS 2 of 3	NEXT >	<pre></pre>		eFb pDCRIv 130404.421025 Requested on : 04/04/2013 01/02/2013 - 31/01/2015	+	

11.3. Adding additional required information in a Serious Illness Recognition request

There are two ways of adding additional information in a previously submitted Serious illness recognition request:

- a. From the notification that requires you to add further information, you tap on "Details" (upper right side). This redirects you to the Serious illness recognition request item where you can add the information immediately.
- b. In the Serious illness recognition requests list, you can view the items with the "Waiting for additional information" status. If you did not provide the information yet, tap on the item and add the additional info required.

Steps:

- 1) Within to the specific Serious illness recognition request item you can add the required supplementary information (below left and middle screen):
 - a. Tap on "Add Info"
 - b. Fill in the "General comment" text field
 - c. Attach additional documents, if needed
 - d. Tap "Send"
- 2) The additional information will be appended to the existing item (below right) and will appear as "Submitted".
- 3) You are not able to add more information after you've submitted, unless you request the JSIS back office or they send an additional request for information.

12. HEALTH SCREENING REQUESTS (JSIS)

12.1. View health screening requests

- 1) From the service list, select "Health Screening requests" to view all your health screening requests created so far.
- 2) The system displays the list of requests showing the beneficiary, the reference number, the date of the request, the programme, the exam centre, and the request's status. The most recent requests are displayed on top of the list. You can scroll down to view the invitation requests history. The list clearly separates the ongoing invitations from the closed ones. You can also use the top right filter to see only ongoing or only closed invitations.



3) Tap on an existing health screening request to view the invitation. You cannot modify the invitation. Using the bottom left button you can download the invitation in PDF format.



12.2. Create a health screening invitation request

JSIS members can create a new Health screening request as follows:

- 1. From the service list, select "Health Screening Request".
- 2. Tap on the $\stackrel{+}{\smile}$ icon.
- 3. A list of beneficiaries and the associated programmes are listed.
 - If for a beneficiary, a programme an invitation is already on going then the only action available is view the invitation (case A below)
 - If for a beneficiary, a programme is not yet available, then no action is available and an informative text about the next availability of the programme is displayed (case B below)
 - If for a beneficiary, a programme is available and there is no invitation ongoing, then an Add button (+) is displayed next to the programme. You can tap on the Add button to start the creating a Health Screening invitation request.



- 4. Tap on Add (+) button for the desired programme and beneficiary.
- 5. Select the first appointment date. The displayed information texts provide guidance on which date to select.
- 6. Tap "Next"

× Health screening invitation request	× Health screening invitation request	× General information
Program Beneficiary Jrz Prmammp Programme 2 for women between 45 to 59 years years with a periodicity of 4 years	Program Beneficiary Jrz Prmammp Program Programme 2 for women between 45 to 59 years years with a periodicity of 4 years	Program Beneficiary Jrz Prmammp Program Programme 2 for women between 45 to 59 years years with a periodicity of 4 years
The JSIS members who wish to carry out a health screening programme in the Netherlands are kindly requested to contact Health screening team via	 The JSIS members who wish to carry out a health screening programme in the Netherlands are kindly requested to contact Health screening team via 	General information
First appointment date * Tap/click to select date	First appointment date * 17/09/2024	Language •• (Please first select type)
 If you already have an appointment with the center of your choice, please enter the date here. If not, please enter today's date 	 If you already have an appointment with the center of your choice, please enter the date here. If not, please enter today's date 	
<pre></pre>	PREVIOUS 2 of 4 NEXT >	<pre></pre>

7. Select the invitation type. There are two options: "Invitation for agreed center" and "Open invitation". Both options are detailed below

12.2.1. Invitation agreed center

- 8. Select: "Invitation for agreed center". Following this selection two more fields will be displayed: "Exam center country" and "Exam Center".
- 9. Select the country. Only countries with agreed exam centres are listed.

× General information	× Exam center country	× General information
Program	Q. Country	Program
Beneficiary Jrz Prmammp	O Belgium	Beneficiary Jrz Prmammp
Program Programme 2 for women between 45 to 59 years years with a periodicity of 4 years	C Luxemburg	Program Programme 2 for women between 45 to 59 years years with a periodicity of 4 years
	O Germany	Concept information
General information	O Italy	
Invitation for agreed center	France	Invitation for agreed center
Agreed centers	Austria	Agreed centers
	O Denmark	Exam senter country *
Select	O Finland	Belgium •
Exam center* (Please first select country)	O Greece	Exam center *
Language 0 *	O Ireland	Language 🚺*
	O Netherlands	
	O Portugal	
) Spain	
	O Sweden	
<pre><pre>PREVIOUS 3 of 4 NEXT ></pre></pre>		<pre></pre>

- 10. Select the country. Only countries with agreed exam centres are listed.
- 11. Select the desired exam center. These are filtered by above selected country.
- 12. Select the language of the invitation. Only English and French languages are supported at the moment.
- 13. Tap Next

× General information	× General information	× General information
Program Beneficiary Jrz Prmammp Program Programme 2 for women between 45 to 59 years years with a periodicity of 4 years General information Type • 1 Invitation for agreed center	Program Beneficary Jrz Prmammp Program Program 2 for women between 45 to 59 years years with a periodicity of 4 years General information Type O1 Invitation for agreed center	Program Beneficiary Jrz Prmammp Program Programme 2 for women between 45 to 59 years years with a periodicity of 4 years General information Type •* Invitation for agreed center
Agreed.centers Exam center country * Belgium	Agreed centers Exam center country * Belgium	Agreed centers Exam center country * Belgium
Exam center*	Exam center *	Exam center * MEDICIS HTC ASBL
Language 🗨 👻	Language 🗨	Language 0 · English
	UZ BRUSSEL - preventive medicine	
	MEDICIS HTC ASBL	
	UNITE D'INVESTIGATIONS	
	MEDICARE MEDICAL CENTER	
	CLINIQUES ST LUC rdv lundi au vendredi 8-12 sauf jeudi	
<pre></pre>	POLYCLINIQUE DU LOTHIER	<pre>< PREVIOUS 3 of 4 NEXT ></pre>

14. A summary of the request is displayed. If you need to amend some provided information you can tap "Previous" to go back and make the necessary changes. If everything is fine, then tap "Send" to submit the request.

× Summary	← Health Screening requests All -
Program Baneficiary JrZ Prmammp Program Programme 2 for women between 45 to 59 years years with a periodicity of 4 years General information	My ongoing health screening Invitation Xbezytf NaJK 240531.MF9391 Requested on 31/05/2024 Programme 5 for man between 45 and 59 years with a periodicity of 4 years KLM HEALTH CARE (Amst & The Hague) KLM HEALTH CARE (Amst & The Hague)
First appointment date 17/09/2024 Type Invitation for agreed center Exam center country Belgium Exam center MEDICIS HTC ASBL Linguage	Accepted PrMAmmP Jrz 240917.MF9401 Requested on 17/09/2024 Programme 2 for women between 45 to 59 years years with a periodicity of 4 years MEDICIS HTC ASBL Submitted bus closed invitations
English	Wy closed invitations Xbezyff NaJK 240531.MF9391 Requested on 31/05/2024 Programme 5 for man between 45 and 59 years with a periodicity of 4 years KLM HEALTH CARE (Amst & The Hague) Cancelled Xbezyff NaJK 240531.MF9391
<pre></pre>	Your health screening request has been OK successfully submitted.

12.2.2. Open invitation

- 8. Select: "Open invitation".
- 9. Select the language of the invitation. Only English and French languages are supported at the moment.

× General information	× General information	× General information
Program Beneficiary Jrz Prmammp Programme GYN2 for women between 45 to 59 years years with a periodicity of 2 years General information Type 0* Open invitation	Program Beneficiary Jrz Prmammp Program Program GYN2 for women between 45 to 59 years years with a periodicity of 2 years General information Type 0* Open invitation	Program Program Program Program Ceneral information Type • • Open invitation
<pre></pre>	English	<pre><pre>PREVIOUS 3 of 4 NEXT ></pre></pre>

15. Tap "Next".

16. A summary of the request is displayed. If you need to amend some provided information you can tap "Previous" to go back and make the necessary changes. If everything is fine, then tap "Send" to submit the request.



13. JSIS ONLINE HELP (JSIS)

MyPMO includes a dedicated section JSIS online help. This section is available on the (help button) found on the Homepage. as "JSIS online help".

≡		<u>م</u>	Us	er guides	×	
Hello Welcome	Unknown Unknown		٥	MyPMO General features	ď	
			•	<u>My Health</u>	ď	
Send	I COVID-19 Administrative data		?	FAQ		
			Cor	itact us		
			For q regul	For questions about your rights and regulations please contact:		
Prior authorisations Add favourite			١	JSIS Online		
View all services >		PMO phone support is available during work days, between 9h30 and 12h30. To call PMO, tap on the button below				
Recent	items		tup o			
	Account sheet no 294 240516.F41387A		Call	РМО	S	
\bigcirc	Requested on 16/05/2024 Normal C3 Total: 270.00 EUR C3 Received: 04.00 EUR		Tech	Technical Support		
			_			
	REIN LEETMAA Requested on 25/09/2015 Serious Illness	5				

Tapping on "JSIS Online Help" will open a help menu with entries grouped in categories. You can manually explore the contents by tapping on each category or you can use the search feature. Tapping on a category will expand the available topic. For each topic you'll have two options:

- Dedicated thematic information page on Staff Matters Portal available by tapping on the question mark;
- Contact PMO services by sending a question if you did not find the answer you're looking for available by tapping on the envelope icon.



Alternatively, you can search through the topics by tapping on the magnifying glass on the top right corner and start typing the search criteria. The search is performed as you type and the search results are displayed.

