

STAFF HEALTH INSURANCE FUND
Record of Decisions
of the 278th meeting of the Management Committee

Tuesday, 19th September 2023

at 3:00 p.m., Room B (temporary building)

Present:

Representing the insured persons of the ILO:

Ms. Mireille Ecuivillon (Titular member)
Mr. Pierre Sayour (Titular member)
Ms. Catherine Comte-Tiberghien (Titular member)
Ms. Azza Taalab (Substitute member)
Ms. Lisa Morgan (Substitute member)

Representing the Director-General:

Mr. Tilmann Geckeler (Titular member)
Mr. Luca Bormioli (Titular member)
Mr. Sietse Buijze (Substitute member)
Mr. Giuseppe Zefola (Substitute member)

Other attendees:

Mr. Florian Léger, SHIF Executive Secretary
Ms. Heather Harris, SHIF Claims Supervisor
Ms. Corinne Michoud, SHIF Secretary

Apologies for absence were received from:

Representing the insured persons of the ILO:
Ms. Elisabeth Fombuena

Representing the Director-General:
Mr. Fikri Gurzumar

The meeting opens at 3.05 p.m

Item 1: Approval of meeting agenda
(SHIF/MC/23/278/AG)

MC refers to document ref. SHIF/MC/22/278/AG and approves the agenda.

Item 2: Approval of the Record of Decisions of the 277th meeting of the Management Committee
(SHIF/MC/23/RD.277)

MC refers to document ref. SHIF/MC/23/RD.277 and approves the Record of Decisions.

Item 3: Update on the SHIF WorkPlan for 2023

ES informs MC that the amendments to the SHIF Regulations could be considered as adopted as no objection was made.

Regarding the election of representatives of the insured persons on the SHIF Management Committee, ES informs MC that the circular inviting SHIF insured persons to nominate candidates for the election was sent by the end of July and that the deadline to apply as a candidate is Friday 22 September 2023.

ES informs MC that the claim backlog has remained high since the last meeting of the MC despite a record productivity (achieved inter alia through the re-hiring of a SHIF team retiree for several months and the contract extension beyond retirement age of another colleague).

Other key functions of the SHIF Secretariat remain quite busy, especially those related to claims to be reviewed by the SHIF Medical Adviser, with - among others – an increasing number of requests for transportations for medical purposes, and those related to affiliation issues.

In view of the situation, HRD has asked for a supplementary budget allocation which the DG has authorized. The additional resources are used to cover overtime cost and re-hire temporary staff. The DG has also authorized the SHIF to pilot the out-posting of additional claims processing positions to a field-based location in order to be closer to field insured members and reduce costs. The SHIF Secretariat has identified Dakar (Senegal) for the pilot as more than 50% of the invoices settled by the SHIF are established in French. Two local temporary claims adjusters have just started to work for the SHIF. Training of the two staff is done by one of the senior SHIF claim adjusters.

Item 4: SHIF Financial situation as of 30.06.2023
and technical results for the period 01.01.2023-30.06.2023
(SHIF/MC/23/278/4)

ES presents the draft SHIF financial situation as of 30.06.2023 and the technical results for the period 01.01.2023-30.06.2023.

MC takes note that the net result for the period amounts to USD 1.7 million.

Item 5: Proposal to improve access to health care
for field staff on a pilot basis
(SHIF/MC/23/278/5)

ES presents document ref. SHIF/MC/23/278/5.

Following the implementation of a SHIF network of healthcare providers in November 2020, which has resulted in some improvements in our service level to SHIF insured being hospitalized, issues remain

regarding out-patient treatments, especially in Southeast Asia and Africa, as expressed by staff in the 2022 satisfaction survey.

ES explains that, as a further improvement, the SHIF could buy-in an additional service from the provider, which could facilitate direct payment for out-patient treatment to a limited number of providers. Under this new service, SHIF insured would not have to pay for their invoices and the SHIF would arrange direct payment of the invoices to the providers. ES informs MC that there would be an additional administrative workload for the Secretariat but that the ILO has agreed to provide the necessary additional resources.

The pilot would include 10 countries/duty stations in Asia, Africa and possibly the Arab States and Latin America and the Caribbean. The total number of SHIF insured covered by the pilot in the countries/duty stations would be limited to 2'000 insured (family members included).

MC unanimously agrees, as per article 2.2.3, to the proposal to pilot for one year the additional service at the cost of USD 40,000.00.

Item 6: Approval to account an important refund as miscellaneous income
(SHIF/MC/23/278/6)

While closing the books, several refunds totalling USD 47,556.63 were made by the previous cost-containment/re-pricing network in the USA. Refunds are due to invoices already paid by the SHIF that were corrected for a number of reasons. The refunds refer to insured receiving supplementary benefits and do not affect the benefits received by the insured members.

MC approves to have the USD 47,556.63 accounted for in the Miscellaneous Income Account.

Item 7: SHIF Appeals Board procedure
SHIF/MC/23/278/7

A representative of the administration presents the proposed Article 5.5 of the SHIF Administrative rules, as foreseen in article 5.5 §6 of the SHIF regulations. The Appeals Board procedure is similar to the procedure of the JAAB, with a few differences arising from the fact that the SHIF Appeals Board does not make recommendations to the DG but final decisions. An important difference is that there would be no restriction concerning the representative that the appellant may appoint. MC discusses in detail and decides to postpone the approval of the procedure by email or at its next meeting once comments from the MC and from the Secretary of the JAAB will be incorporated.

Item 8: General Meeting of insured persons

MC decides to hold a General Meeting of insured persons during the second half of November.

The meeting ends at 5.25 p.m.
