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To the insured persons of the ILO–ITU Staff Health Insurance Fund

The SHIF Management Committee is pleased to present to you the report on the activities of the Fund for years 2006 and 2007 submitted to the Executive Heads of the ILO and ITU. Although this report exceptionally covers a two-year period, it has been structured to provide results for each of the years separately.

The past two years have proven challenging both for the Management Committee and the Fund secretariat. The Management Committee wishes to thank the secretariat staff for their truly valued efforts to maintain the high service standard which we have come to expect. We are pleased to report that claims in 2006 and 2007 were again settled on a no-backlog basis.

The SHIF's financial outlook has been of particular concern to the Management Committee. The Guarantee Fund balance is a key factor in assessing the financial health of the Fund and, at US\$29.4 million, the 2007 balance stood over the statutory minimum. However, over the past three years, the balance has remained significantly below the midpoint between the maximum and minimum statutory requirements. The Fund's solvency has at no point come under immediate threat, but action has been required to avoid financial vulnerability in the longer term.

Since 2003, benefits have exceeded contributions and not only has no opportunity arisen to channel operating surpluses toward Guarantee Fund reserves, but the SHIF has had to liquidate assets to fund claim payments. Experience has shown that currency revaluations and income from investment transactions are inadequate as means for strengthening reserves. The Management Committee has thus focused its efforts on measures aimed at improving operating results without reducing benefits or altering the Fund's policy of free choice of medical practitioner and institution.

The recent amendments to the SHIF Regulations and Administrative Rules, which introduce separate contributions for automatically insured dependants, are a major step forward. These amendments have been supported by extensive actuarial work carried out over the past two years, during which the Management Committee reviewed a wide array of financial simulations in order to ensure that all avenues for increasing the Fund's security were explored.

Amendments have also been adopted relative to the supplementary benefits system. In the new system, the threshold for access to supplementary benefits varies according to the insured person's income and distribution of supplementary benefits is thus more socially appropriate than in the past. Beyond the new thresholds, the reimbursement rate is increased from 95 per cent to 100 per cent. The new system also ensures that the insured person's own share of expenses is limited to 5 per cent of annual income.

Changes to the supplementary benefit system will favour insured persons with lower incomes or higher health-care costs, often retirees. Since 2000, the percentage of insured persons who are retirees has grown by over 3 per cent to over 42 per cent. This is reflected in the increased benefits paid to retirees, which represented 63.5 per cent of total benefits in 2007, versus 53 per cent in 2000. Against this financial backdrop, the Management Committee has undertaken to address the topic of long-term care, also taking into account that the Fund's yearly expenditure in respect of long-term nursing care has virtually tripled since 2000, to close to US\$3 million.

The demographic shift in the Fund's body of insured persons is not the only factor contributing to the average yearly increase of over 6.5 per cent in benefits paid. Acknowledging that the rise in the cost of health care is partly attributable to

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improvements in medical technology and infrastructure, as well as to the development of more effective medications, it is also the case that the SHIF's expenditure has been impacted by abusive billing practices. The Management Committee is determined that the SHIF continue to provide an especially comprehensive schedule of benefits, but this can only be achieved provided we all take ownership of the cost containment effort. It is up to all of us to ensure that we play our part in controlling costs by questioning charges on our medical bills that we believe are inaccurate or unreasonable.

Just under two-thirds of benefits paid by the SHIF relate to medical costs incurred in Switzerland. The Fund's secretariat, in cooperation with its counterparts at CERN, UNOG and the WHO, has negotiated with Clinique Générale Beaulieu, Clinique de Genolier, Clinique La Lignière, Hôpital de La Tour and Centre Hospitalier Universitaire Vaudois (CHUV) to renew agreements for the 2008–09 period. New agreements were signed with Clinique Jolimont and Groupe Médical de Chantepoulet.

Under 5 per cent of overall benefits paid by the SHIF relate to medical costs incurred in the United States. By comparison, where claims have exceeded the Fund's maximum annual liability per family, some 25 per cent of amounts paid relate to costs incurred in the United States. For the United States the SHIF secretariat calls upon the services of a third party administrator, MedSave USA, for support in renegotiating posted charges, often with very significant results. Nevertheless, even after renegotiation, the cost of medical treatment in the United States often far exceeds the cost of equivalent treatment elsewhere and there is good reason to consider alternatives where treatment in the United States is not entirely medically justified.

In 2007, the SHIF's claims adjusters for the first time processed over 50,000 claims. The SHIF has brought financial relief to many families of the ILO and ITU communities whose lives have been disrupted by a severe accident or critical illness. The SHIF has brought treatment of acute conditions within the financial reach of these families.

People insured by the Fund often have required major surgery or complex courses of medication or therapy. Some have had to travel outside their home countries to obtain the health care they need and the SHIF has reimbursed transportation costs. The Management Committee has continued to revisit certain benefits, with a view to adjusting them according to pathological and physiological realities. For example, the Management Committee will soon be proposing amendments to Code 6 of the SHIF Schedule of Benefits, aimed at adjusting benefits in respect of transport costs. The Standing Subcommittee has also approved a broadening of the Executive Secretary's authority regarding reimbursement of costs related to psychiatric and psychological treatment under exceptional circumstances, pending amendments to Code 1.7 of the SHIF Schedule of Benefits.

There are 13,152 reasons why the SHIF takes its Competence–Conviviality–Confidentiality–Timeliness mission statement seriously. And why the Management Committee remains committed to prudential management of the Fund and due diligence in oversight and decision-making, to ensure that in the years to come the Fund's resources are commensurate with your needs and its culture of social appropriateness of coverage and service is consistent with your expectations.

The Management Committee

# **ILO–ITU Staff Health Insurance Fund**

**Report on the operations of the Fund  
in 2006 and 2007**

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The present report is hereby submitted to the Executive Heads of the ILO and ITU and to the insured persons, pursuant to article 4.7.1(i) of the Regulations.

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## **1. Composition of the Management Committee in 2006 and 2006**

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**1.1.** Pursuant to article 4.1 of the Regulations, the Management Committee was composed of the following titular (T) and substitute (S) members. An asterisk (\*) next to the name indicates that this committee member also served on the Standing Subcommittee (established under article 4.7.2 of the Regulations).

### **Representing the insured persons**

**2006**

#### **ILO**

Mr Jean-Victor Gruat \* (T)  
Mr Philippe Egger \* (T) *until 31 December*  
Ms Mireille Ecuivillon (T)  
Mr Jean-François Santarelli (S)  
*until 31 December*  
Mr Chris Baron (S)  
Ms Xenia Scheil-Adlung (S)

#### **ITU**

Mr Jacques Bacaly \* (T) – **Vice-Chairperson**  
Mr Daniel Halpern (S) *until 4 December*  
Mr David Broadhurst (S) *as of 5 December*

**2007**

#### **ILO**

Mr Jean-Victor Gruat (T)  
Ms Mireille Ecuivillon \* (T)  
Mr Jean-François Santarelli \* (T)  
*as of 1 January*  
Mr Chris Baron (S)  
Ms Xenia Scheil-Adlung (S)  
Mr Arnaud Donati (S) *as of 1 January*

#### **ITU**

Mr Jacques Bacaly \* (T) – **Vice-Chairperson**  
Mr David Broadhurst (S)

### **Representing the Executive Heads**

**2006**

#### **ILO**

Ms Keiko Kamioka (T)  
Mr Charles Agbavwe (T)  
Mr Satoru Tabusa \* (T) – **Chairperson**  
Mr Tilmann Geckeler \* (S)  
Ms Anne Drouin (S)  
Post vacant

#### **ITU**

Mr Michel Rolland (T)  
Ms Marianne Wilson \* (S)

**2007**

#### **ILO**

Ms Keiko Kamioka (T) *until 26 April*  
Mr Charles Agbavwe (T)  
Mr Satoru Tabusa \* (T) – **Chairperson**  
Mr Tilmann Geckeler \* (T)  
Ms Anne Drouin (S)  
Mr Fikri Gurzumar (S) *as of 27 April*  
Mr Giuseppe Zefola (S) *as of 27 April*

#### **ITU**

Mr Michel Rolland (T) *until 19 February*  
Ms Marianne Wilson \* (T) *as of 20 February*  
Mr Antoine Dore (S) *as of 11 May*

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## **2. Financial situation**

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### **2.1. Assets and liabilities**

**2.1.1.** As at 31 December 2006, the Fund had assets valued at US\$40.5 million and liabilities of US\$11 million, of which 86.6 per cent accrued liability for claims incurred but not received (IBNR). The Guarantee Fund balance stood at US\$29.5 million. More details on IBNR are provided in paragraphs 2.5.1–2.5.3 of this report.

**2.1.2.** As at 31 December 2007, the Fund had assets valued at US\$43.1 million and liabilities of US\$13.7 million, of which 75 per cent IBNR, whereas the Guarantee Fund balance stood at US\$29.4 million.

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**2.1.3.** The assets and liabilities statements are attached as Annexes IA (2006) and IB (2007). These statements provide year-end details on assets, liabilities and the balance of the Guarantee Fund, together with prior year comparative figures.

## **2.2. Results of operating activities**

**2.2.1.** The income and expenditure statements are attached as Annexes IIA (2006) and IIB (2007).

**2.2.2.** The first part of Annexes IIA and IIB reflects the Fund's operating transactions. Total contributions received in 2006 and 2007 amounted to US\$37.6 million and 40.1 million, respectively, compared with US\$31.9 million in 2005. Total benefits paid in 2006 and 2007 amounted to US\$40.1 million and 42.6 million, respectively, compared with US\$36.3 million in 2005. The net operating deficits amounted to US\$2.6 million in 2006 and US\$3.1 million in 2007. These deficits included IBNR increases of US\$110,000 in 2006 and US\$800,000 in 2007.

**2.2.3.** The second part of Annexes IIA and IIB, under the heading "Investment transactions", reflects the result of the Guarantee Fund investments. After the net loss from investment transactions of US\$534,456 recorded in 2005 the Fund recorded net gains from investment transactions of US\$1.1 million in 2006 and US\$502,300 in 2007. Losses on currency trading of US\$165,659 and US\$554,032 were recorded in 2006 and 2007, compared with US\$2 million in 2005. More details on investment performance are provided in paragraphs 2.3.1–2.3.7 of this report.

**2.2.4.** The year-end exchange rate of the Swiss franc to the US dollar moved from 1.31 in 2005 to 1.21 in 2006 and 1.14 in 2007. Thus, the exchange rate negative variance was 7.63 per cent in 2006 and 7.44 per cent in 2007. The negative variance from year-end 2005 to year-end 2007 was 14.5 per cent. This had a significant impact on the Fund's financial result at 31 December of each of the years under review and translated into revaluation gains of US\$2.9 million in 2006 and US\$2.4 million in 2007, compared with the US\$5.6 million revaluation loss in 2005.

**2.2.5.** The Fund recorded net operating deficits of US\$2.6 million in 2006 and 3.1 million in 2007, compared with a US\$4.9 million net operating deficit in 2005. However, these operating deficits were mitigated by the revaluation gains and gains from investment transactions totalling US\$4 million in 2006 and US\$2.9 million in 2007. The Fund thus recorded a US\$1.4 million net gain in 2006 and a US\$132,652 net loss in 2007.

**2.2.6.** The average contribution per contributing member (excluding voluntarily covered dependants) in 2006 was US\$5,533, up 17.8 per cent from US\$4,695 in 2005. The increase in average contribution reflects the increase in contribution base rate, from 2.8 per cent to 3.3 per cent, effective 1 January 2006. The average contribution per contributing member in 2007 was US\$5,764, up 4.17 per cent compared with 2006 (details relative to benefits are provided in paragraphs 4.1.1–4.1.7 of this report).

## **2.3. Investments**

**2.3.1.** As from 2006, monitoring of the Fund's investments portfolio was entrusted to the ILO's Investment Committee, who delivered guidelines and benchmarks on behalf of the Management Committee. Throughout the period under review, management of the Fund's investment portfolio remained the responsibility of Crédit Suisse Asset Management Ltd (CSAM) of London.

**2.3.2.** The portfolio is composed mainly of medium- and long-term fixed income securities and is 100 per cent hedged to the Swiss franc, although investments are held in a variety of currencies.

**2.3.3.** As at 31 December 2006, the book value of the portfolio was US\$39,551,863 (including US\$609,296 of accrued interest), whilst its market value, including accrued interest, was US\$38,326,140 (US\$37,716,844 excluding accrued interest).

**2.3.4.** As at 31 December 2007, the book value of the portfolio was US\$42,831,795 (including US\$691,252 of accrued interest), whilst its market value, including accrued interest, was US\$41,337,072 (US\$40,645,821 excluding accrued interest).

**2.3.5.** The investment-base currency is the Swiss franc although the accounting currency for the Fund is the US dollar. The dollar figure quoted for externally managed portfolios therefore depends on the exchange rates used to convert year-end balances (1 US dollar = 1.21 Swiss francs at 31 December 2006 and 1.14 Swiss francs at 31 December 2007).

**2.3.6.** Investment performances for years 2006 and 2007, based on market values and expressed in Swiss francs, were approximately -0.98 per cent and 2.82 per cent respectively. Management fees charged were a fixed percentage of the market value of the portfolio, paid quarterly in arrears.

**2.3.7.** Crédit Suisse has commented as follows on the investment performances:

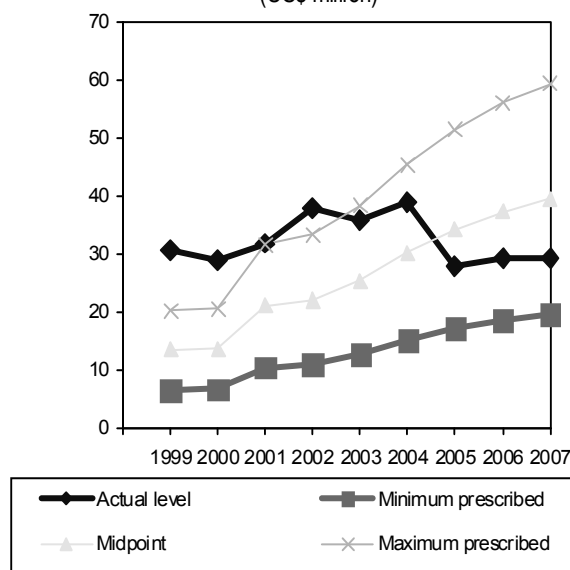
- During 2006 sentiment was dominated by speculation that the major central banks would be forced to step up the pace of tightening, as rapidly rising resource prices had started to put upward pressure on inflation. This sent bond yields higher and resulted in a negative return for the major markets in the benchmark (with the exception of Japan, where deflation remained a problem). The United States returned -0.62 per cent, EMU Europe -1.86 per cent, United Kingdom -3.07 per cent and Japan +1.43 per cent. On a weighted Swiss franc hedged basis the annual return for the portfolio in 2006 was -0.98 per cent.
- A general tightening in credit conditions combined with the threat to growth posed by the weak United States housing market had a positive impact on bond returns. Investors fled from risky assets into the relative safety of bonds and this demand helped keep bond prices firm. Central banks did their best to add liquidity into the financial system and this also caused bond yields to move lower. Most major bond market returns were positive; the United States returned 5.86 per cent, United Kingdom 1.43 per cent, Japan 4.49 per cent but EMU Europe was flat. On a weighted Swiss franc hedged basis the annual return for the portfolio in 2007 was 2.82 per cent.

## 2.4. Guarantee Fund

**2.4.1.** Article 3.8 of the Regulations sets the level of the Guarantee Fund at between one sixth (= six months) and one half (= 18 months) of Fund expenditure over the previous three financial years.

**2.4.2.** The Guarantee Fund balance amounted to US\$29.5 million at year-end 2006 (compared with US\$28.1 million at year-end 2005) and reduced slightly to US\$29.4 million at year-end 2007 (see Annexes IA and IB). The level of the Guarantee Fund at 31 December of each of the years under review remained above the statutory minimum levels of US\$18.7 million (2006) and US\$19.8 million (2007). However, both in 2006 and 2007, the Guarantee Fund balances remained over 20 per cent below the midpoints of US\$37.4 million (2006) and US\$39.6 million (2007).

**Figure 1. SHIF Guarantee Fund**  
(US\$ million)



## 2.5. Accrued liability for claims incurred but not received (IBNR)

**2.5.1.** Accrued liabilities for claims incurred prior to or during each of the two years under review, but not received by 31 December, appear under item 2 of "Liabilities" in the assets and liabilities statements (Annexes IA (2006) and IB (2007)) as "Accrued liability for unsettled claims".

**2.5.2.** Figures 2A and 2B hereunder provide details concerning the accrued IBNR liability amount shown in Annexes IA and IB as “Accrued liability for unsettled claims”. The method of IBNR calculation was audited by the SHIF’s External Auditors for the year 2006. This method has remained unchanged for following years.

**Figure 2A. Summary of benefits paid in 2005 and 2006 for claims incurred in prior years**

Insurance year	Benefits paid (US\$)
Years prior to 2004	11 572
2004	201 417
2005	9 022 557
<b>IBNR at year-end 2006 (actual)</b>	<b>9 235 546</b>
<b>IBNR at year-end 2006 (forecast)</b>	<b>9 390 000</b>
<b>Variance actual IBNR versus forecast</b>	<b>-154 454</b>
<b>IBNR at year-end 2007 (forecast)</b>	<b>9 500 000</b>
<b>IBNR increase</b>	<b>110 000</b>

**Figure 2B. Summary of benefits paid in 2006 and 2007 for claims incurred in prior years**

Insurance year	Benefits paid (US\$)
Years prior to 2005	2 863
2005	209 865
2006	9 411 888
<b>IBNR at year-end 2007 (actual)</b>	<b>9 624 616</b>
<b>IBNR at year-end 2007 (forecast)</b>	<b>9 500 000</b>
<b>Variance actual IBNR versus forecast</b>	<b>124 616</b>
<b>IBNR at year-end 2008 (forecast)</b>	<b>10 300 000</b>
<b>IBNR increase</b>	<b>800 000</b>

**2.5.3.** The method of IBNR calculation as shown in paragraph 18 of the General Notes to the Financial Statements and Schedules for SHIF financial year ended 31 December 2007 is as follows: “The provision has been calculated based upon the comparison between

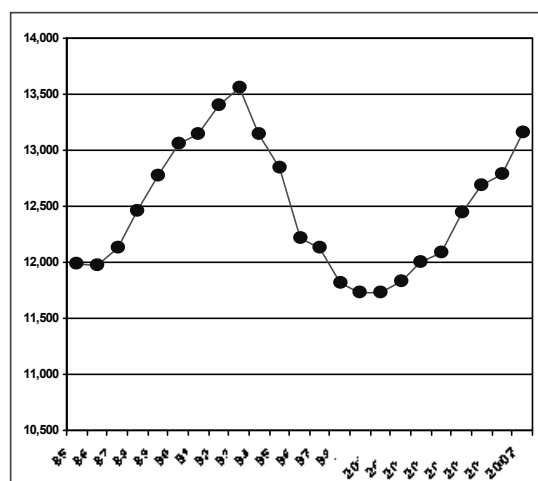
the actual 2007 claims incurred but not received (IBNR) amount reported to end March 2008 and actual end-March experience in years 2001 through 2007. [...] To calculate the IBNR provision, the average percentage of IBNR reported in prior years has been applied to the actual 2007 IBNR reported to end March 2008, as well as the average percentage of N-1 claims reported in prior years.”

### 3. Trends in membership

#### 3.1. Overall trend

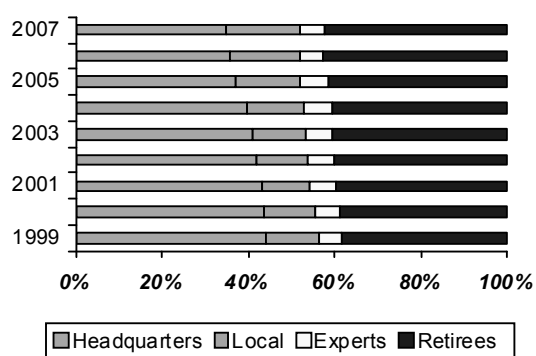
**3.1.1.** The total number of persons insured on 31 December of each of the years under review (excluding voluntarily covered dependants) was 12,782 (2006) and 13,152 (2007), compared with 12,681 on 31 December 2005.

**Figure 3. Number of insured persons 1985–2007 (excluding voluntarily covered dependants)**



**3.1.2.** In 2006, membership was composed of 6,430 contributing members and 6,352 automatically covered dependants (see Annex V for details). In 2007, membership was composed of 6,592 contributing members and 6,560 automatically covered dependants. The distribution of insured persons was 76.9 per cent ILO versus 23.1 per cent ITU in 2006 and 77.5 per cent ILO versus 22.5 per cent ITU in 2007. The proportion of members who are retired persons grew from 41.7 per cent of all contributing members in 2005 to 42.6 per cent in 2006 and remained stable at 42.4 per cent in 2007.

**Figure 4. Composition of contributing members**  
(relative shares)



### 3.2. Automatically covered dependants

**3.2.1.** The number of automatically covered dependants stood at 6,352 (2006) and 6,560 (2007), versus 6,330 in 2005. The number of automatically covered dependants per active contributing member was 1.35 in 2006 and 1.36 in 2007, versus 1.34 in 2005. The number of automatically covered dependants per retired contributing member was 0.51 in 2006 and 0.50 in 2007, versus 0.52 in 2005.

### 3.3. Voluntarily covered dependants

**3.3.1.** The number of voluntarily covered dependants stood at 666 at year-end 2006 and 660 at year-end 2007, down from 704 at the end of 2005. At year-end 2006, the number of voluntarily covered children was 535 (80.3 per cent of total), the number of voluntarily covered spouses was 106 (15.9 per cent of total) and the number of voluntarily covered parents and parents-in-law was 25 (3.7 per cent of total). At year-end 2007, the number of voluntarily covered children was 542 (82.1 per cent of total), the number of voluntarily covered spouses was 99 (15 per cent of total) and the number of voluntarily covered parents and parents-in-law was 19 (2.9 per cent of total).

**3.3.2.** A summary of the annual and cumulative results of this group for the years 1997 through 2007 is set out in Annex IV. The five-year cumulative loss for the voluntarily covered dependants category stands at US\$450,388. The cumulative loss for the voluntarily covered parents and parents-in-law segment is US\$630,844, representing a 159.2 per cent loss ratio. Benefits paid in

respect of voluntarily covered parents and parents-in-law over the past five years amount to US\$1,696,706, representing 17.4 per cent of total benefits paid in respect of voluntarily covered dependants.

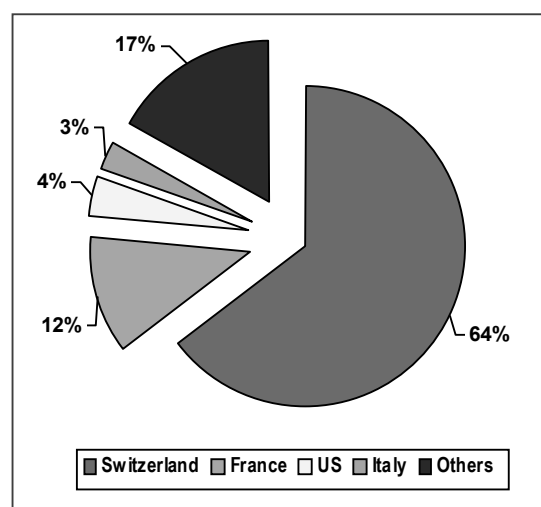
**3.3.3.** Under article 3.5 of the Fund's Regulations, contribution rates in respect of voluntarily covered dependants have to be set so as to make this group self-supporting, with no contribution being paid by the organizations for this category of insured persons. The increase in the contribution rates effective 1 July 2005 translated into a 98.7 per cent loss ratio and a US\$26,010 gain in 2006. However, a loss ratio of 103.4 per cent and US\$70,556 loss were recorded in 2007 and further rate adjustments for voluntarily covered dependants will be required.

## 4. Benefits statistics

### 4.1. Trends in expenditure

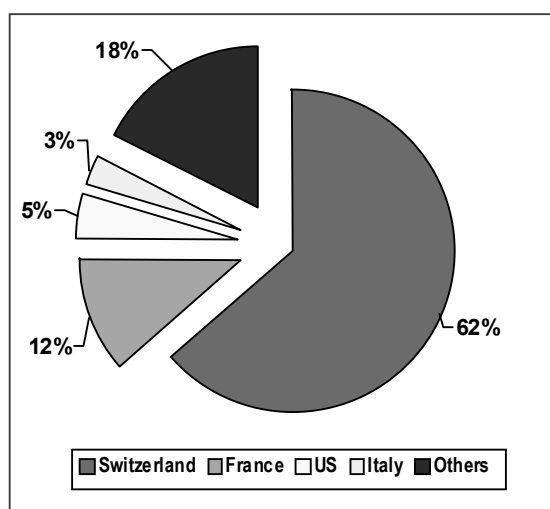
**4.1.1.** Total benefits paid increased from US\$36.3 million in 2005 to 40.1 million in 2006 and 42.6 million in 2007. Benefits in 2006 were thus up 10.6 per cent over prior year and 2007 benefits up 6.1 per cent over prior year. In both years under review, benefits paid in reimbursement of costs incurred in Switzerland represent almost two-thirds of the total, as reflected in figures 5A and 5B below.

**Figure 5A. Distribution by providing country for reimbursements made in 2006**





**Figure 5B. Distribution by providing country for reimbursements made in 2007**



**4.1.2.** In 2006, the benefits paid per contributing member (excluding voluntarily covered persons) amounted to US\$5,926, up from US\$5,394 in 2005. Benefits paid per insured person (excluding voluntarily covered persons) in 2006 amounted to US\$2,981. In 2007, the benefits paid per contributing member (excluding voluntarily covered persons) amounted to US\$6,131 and benefits paid per insured person (excluding voluntarily covered persons) amounted to US\$3,073. During the period under review, the yearly increase in benefits paid per contributing member averaged 6.61 per cent.

**4.1.3.** The overall loss ratios for the period under review were 107.1 per cent for 2006 and 106.4 per cent for 2007. As a result of the rate increases effective 1 January 2006, loss ratios (excluding voluntarily covered persons) during the period under review improved slightly versus the 2005 loss ratios of 78.3 per cent (active staff category) and 162.2 per cent (retiree category). The 2006 and 2007 loss ratios for the active staff category were 73.7 per cent and 71.8 per cent respectively. The 2006 and 2007 loss ratios for the retiree category were 147.4 per cent and 147.1 per cent respectively.

**4.1.4.** In both years under review, medical care provided in hospitals constitutes the single largest item of expenditure, accounting for 34.9 per cent of the two-year total. Medication constituted the second largest item of expenditure, accounting for 12.48 per cent of the two-year total. The next largest items of

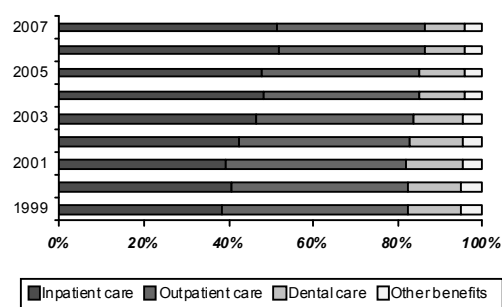
Fund expenditure were doctor's fees and dental care, accounting respectively for 12.16 per cent and 9.53 per cent of the two-year total. These percentages are consistent with 2005 percentages of expenditure.

**4.1.5.** The detailed expenditure items are presented as per the schedule of benefits in Annex VI. The amount of benefits paid sorted according to the three major categories of expenditure (inpatient care, outpatient care and dental care) is presented in figure 6. Although figures for the years ending 31 December 2006 and 2007 confirm the upward trend of expenditure for inpatient care over the past eight-year period, it must also be noted that expenditure for inpatient care increased by 5.45 per cent from year-end 2006 to year-end 2007 (from US\$20.8 million to US\$21.9 million), compared with the 5.69 per cent increase in overall expenditure. This translates into a stable percentage of expenditure for inpatient care in 2007 (51.57 per cent) compared with 2006 (51.69 per cent).

**4.1.6.** The inpatient category comprises the benefits for all types of institutional care. This relates in particular to hospitalization for treatment, examination or diagnosis, nursing care, post-operative convalescence and cures, including accommodation and medical care.

**4.1.7.** The outpatient category comprises doctors' fees, psychiatry and psychoanalysis, medical imagery, laboratory tests, prescribed medications and physiotherapy.

**Figure 6. Relative share of costs by major category (% of total)**



## 4.2. Supplementary benefits

**4.2.1.** Pursuant to article 2.5 of the Regulations, the Fund pays supplementary benefits to members who have incurred expenditure above a yearly US dollar threshold.

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The amounts of supplementary benefits paid over the period under review were US\$2,595,303 in 2006 and US\$2,730,661 in 2007, compared with US\$2,419,431 in 2005. Supplementary benefit expenditure represented 6.46 per cent and 6.43 per cent of total benefits paid in 2006 and 2007 respectively, versus 6.6 per cent in 2005.

**4.2.2.** The level of supplementary benefit expenditure is impacted by the exchange rate of the US dollar against other currencies. A weak US dollar makes it possible for a larger number of insured persons to reach the US dollar-based threshold for supplementary benefits. The US dollar weakened only slightly in 2006 versus 2005 and exchange rate fluctuations had no material impact on the level of supplementary benefit expenditure. Continued weakening of the US dollar between February and December 2007 – most significant in the fourth quarter – had minor impact on the level of supplementary benefit expenditure.

#### **4.3. Maximum annual liability and most expensive claims**

**4.3.1.** At year-end 2006, 1,205 families had submitted claims with approved medical expenses totalling over US\$10,000, compared with 1,104 families at year-end 2005. Of these, 38 families submitted claims with approved medical expenses exceeding US\$100,000, compared with 23 in 2005. In 2007, the number of families that had submitted claims with approved medical expenses totalling over US\$10,000 increased to 1,277 and the number of families submitting claims with approved medical expenses exceeding US\$100,000 increased to 40.

**4.3.2.** In 2006 and 2007, the Fund's maximum annual liability per family remained set at US\$150,000. With the approval of the Management Committee, this maximum annual liability was exceeded in eight cases in both 2006 and 2007, versus four cases in 2005.

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## **5. Administration**

**5.1. External audit** – Pursuant to article 4.14 of the SHIF Regulations, the United Kingdom National Audit Office and Swiss Federal Audit Office, jointly appointed by the SHIF's External Auditors, carried out the audit

for the financial years ended 31 December 2006 and 2007.

**5.2.** For 2006, the External Auditor's opinion is as follows:

In our opinion

- These financial statements have presented fairly, in all material respects, the financial position as at 31 December 2006 and the results of operations and cash flows for the period then ended in accordance with the United Nations System Accounting Standards and the stated accounting policies of the Staff Health Insurance Fund, set out in Part II of the General Notes to the Financial Statements; and
- In all material respects the transactions of the Fund, which we have tested as part of our audit, have in all significant respects been in accordance with the Regulations and Administrative Rules of the Staff Health Insurance Fund and legislative authority.

**5.3.** For 2007, the External Auditor's opinion is as follows:

In our opinion

- These financial statements have presented fairly, in all material respects, the financial position as at 31 December 2007 and the results of operations and cash flows for the period then ended in accordance with the United Nations System Accounting Standards and the stated accounting policies of the Staff Health Insurance Fund, set out in Part II of the General Notes to the Financial Statements; and
- In all material respects the transactions of the Fund, which we have tested as part of our audit, have been in accordance with the Regulations and Administrative Rules of the Staff Health Insurance Fund and legislative authority.

**5.4. Internal audit** – The ILO's office of Internal Audit and Oversight (IAO) audited the Fund in 2006. In the "Overall assessment of the control environment" section of its report issued on 20 February 2007, the IAO states:

- *Paragraph 4:* The control environment in SHIF was assessed as good, although certain issues require attention.
- *Paragraph 7:* The Fund has for the past three years experienced a situation in which actual contributions received from members have not exceeded benefits paid. In order to return the Fund to the required level of liquidity, various

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scenarios relating to differentiated contribution rates were prepared. [...] Simultaneously, an in-house actuary was engaged to prepare future actuarial valuations and predictions under the various scenarios presented.

- *Paragraph 11:* [...] the SHIF IT/IS official responsible for the operation and maintenance of the system is the only staff member to have the necessary knowledge of the system to maintain its day-to-day functionality. ....

**5.5.** Since the date of issuance, the Management Committee has addressed the item raised in paragraph 4 of the IAO report. The SHIF secretariat is currently identifying means to address the item raised in paragraph 11.

**5.6. Claims settlement** – During the period under review, the Fund’s claims processing units continued to operate on a no-backlog basis. The Fund’s claims adjusters processed 49,871 claims (ILO, ITU and the Turin Centre combined) in 2006 and 50,622 in 2007.

**5.7.** A total of 153,820 invoices were examined in 2006 and 160,260 in 2007. ILO (including the Turin Centre) invoice volume increased by 11.2 per cent between year-end 2005 and year-end 2007, whereas ITU claim volume increased by 15.5 per cent over the same period.

**5.8. Activities of the Management Committee** – The Management Committee met seven times in 2006 and eight times in 2007. It monitored the functioning of the secretariat and the Fund’s financial situation. The following issues are worth highlighting in view of their importance:

- **Financial equilibrium:** During the period under review, the Management Committee continued to examine ways to achieve financial equilibrium and strengthen solvency reserves. Two consecutive actuarial studies commissioned by the Fund, along with a wide array of financial simulations were reviewed by the Management Committee in order to ensure that all avenues for achieving financial equilibrium were explored. The Management Committee concluded that the SHIF contribution structure should be amended and separate contributions

introduced for automatically insured dependants.

By document reference SHIF/07/03, the SHIF insured persons were notified of the resulting amendments to the Fund’s Regulations and Administrative Rules approved by the Management Committee at its 179th meeting, on 22 August 2007. These amendments were proposed for implementation on 1 January 2008 and 1 January 2010.

- **Supplementary benefit thresholds:** During the period under review, the Management Committee decided on amendments to the supplementary benefit system aimed at ensuring that families faced with serious health problems are better able to meet their financial obligations. The amended supplementary benefit system ensures that insured persons with low incomes are protected against hardship resulting from having to pay an unaffordable share of medical expenses. By document reference SHIF/07/03, the SHIF insured persons were notified of amendments to the Fund’s Regulations and Administrative Rules approved by the Management Committee at its 179th meeting, on 22 August 2007.
- **Voluntarily covered dependants:** To improve financial results in respect of persons insured under article 1.6 of the SHIF Regulations (see paragraphs 3.3.1, 3.3.2 and 3.3.3 of this report), the Management Committee proposed to the SHIF’s insured persons to suppress subparagraph (c) of this article, which entitles to be insured as voluntarily covered dependants “the insured person’s parents and parents-in-law, upon adequate evidence of continuous support in accordance with the criteria applied under the provisions of the respective Staff Regulations relating to family allowances for secondary dependants”. This proposed amendment to the SHIF Regulations was motivated by the incoherent pricing of the category of voluntarily covered dependants to which subparagraph (c) refers and its negative effect on the other categories (insured person’s spouse and children).

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The insured persons were notified of the proposed amendment in accordance with article 4.17, paragraph 2, of the SHIF Regulations. However, as the Management Committee received written requests from 200 insured persons within three weeks of the notification, the proposed amendment will be submitted to the insured persons for vote.

- **Schedule of benefits:** During the period under review, the Management Committee finalized revision of Code 6 (Transport costs) and Code 1.7 (Psychiatry, psychoanalysis or psychotherapy) of the schedule of benefits. The SHIF insured persons have not yet been notified of amendments in respect of these Codes.
- **Agreements with health-care providers:** The Fund's secretariat continued to foster cooperation with its counterparts at CERN, UNOG and the WHO in negotiating with health-care providers. Agreements with Clinique Générale Beaulieu, Clinique de Genolier, Clinique La Lignière, Hôpital de La Tour and Centre Hospitalier Universitaire Vaudois

Satoru Tabusa  
Chairperson

Geneva, 2 July 2008

(CHUV) were renewed for the 2008–09 period. New agreements were signed with Clinique Jolimont and Groupe Médical de Chantepoulet. Negotiations were initiated with the Clinéa group following that group's acquisition of Clinique La Métairie.

#### **5.9. Activities of the Standing Subcommittee**

- **Special cases:** Special cases correspond to situations which require interpretation of the Regulations and Administrative Rules, or which call for exceptions thereto, in accordance with articles 1.7 or 2.2(3) of the SHIF Regulations. They are examined by the Standing Subcommittee, which reports to the Management Committee. The Standing Subcommittee met three times in 2006 and examined 37 special cases. The Standing Subcommittee met once in 2007 and examined seven special cases.
- **Fraud:** No fraudulent insurance claims were found to have been submitted during the period under review.

Clifford Kunstler  
Executive Secretary

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## Annex IA

### ILO–ITU Staff Health Insurance Fund

#### **Assets and liabilities statement as at 31 December 2006** (in US dollars)

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		ILO	ITU	Total 2006	Total 2005
<b>ASSETS</b>					
<b>1. Cash</b>	Term deposits	678 841	–	678 841	2 111 276
<b>2. Debtors</b>	Advances and other accounts receivable	278 967	423	279 390	205 324
<b>3. Investments</b>	Held with CSAM	27 930 875	11 011 692	38 942 567	35 006 700
<b>4. Other</b>	Accrued investment income	438 694	170 602	609 296	538 837
	<b>TOTAL</b>	<b>29 327 377</b>	<b>11 182 717</b>	<b>40 510 094</b>	<b>37 862 137</b>
<b>LIABILITIES</b>					
<b>1. Creditors</b>	Prepaid contributions	387 769	–	387 769	354 821
	Other creditors	16 665	1 066 407	1 083 072	20 553
<b>2. Accrued liability for unsettled claims</b>		6 806 296	2 693 704	9 500 000	9 390 000
	<b>TOTAL</b>	<b>7 210 730</b>	<b>3 760 111</b>	<b>10 970 841</b>	<b>9 765 374</b>
	<b>EXCESS OF ASSETS OVER LIABILITIES</b>	<b>22 116 647</b>	<b>7 422 606</b>	<b>29 539 253</b>	<b>28 096 763</b>
<b>SHIF GUARANTEE FUND</b>					
	Balance brought forward from previous year	20 261 286	7 835 477	28 096 763	39 148 470
	Total surplus/(deficit) for the year	1 855 361	(412 871)	1 442 490	(11 051 707)
	<b>BALANCE OF GUARANTEE FUND AT 31 DECEMBER</b>	<b>22 116 647</b>	<b>7 422 606</b>	<b>29 539 253</b>	<b>28 096 763</b>

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## Annex IB

### ILO–ITU Staff Health Insurance Fund

#### **Assets and liabilities statement as at 31 December 2007** (in US dollars)

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		ILO	ITU	Total 2007	Total 2006
<b>ASSETS</b>					
<b>1. Cash</b>	Term deposits	–	–	–	678 841
<b>2. Debtors</b>	Advances and other accounts receivable	303 912	3 854	307 766	279 390
<b>3. Investments</b>	Held with CSAM	30 226 800	11 913 743	42 140 543	38 942 567
<b>4. Other</b>	Accrued investment income	497 702	193 550	691 252	609 296
	<b>TOTAL</b>	<b>31 028 414</b>	<b>12 111 147</b>	<b>43 139 561</b>	<b>40 510 094</b>
<b>LIABILITIES</b>					
<b>1. Creditors</b>	Prepaid contributions	422 202	–	422 202	387 769
	Other creditors	108 099	2 902 659	3 010 758	1 083 072
<b>2. Accrued liability for unsettled claims</b>		7 313 000	2 987 000	10 300 000	9 500 000
	<b>TOTAL</b>	<b>7 843 301</b>	<b>5 889 659</b>	<b>13 732 960</b>	<b>10 970 841</b>
<b>EXCESS OF ASSETS OVER LIABILITIES</b>		<b>23 185 113</b>	<b>6 221 488</b>	<b>29 406 601</b>	<b>29 539 253</b>
<b>SHIF GUARANTEE FUND</b>					
	Balance brought forward from previous year	22 116 647	7 422 606	29 539 253	28 096 763
	Total surplus/(deficit) for the year	1 068 466	(1 201 118)	(132 652)	1 442 490
<b>BALANCE OF GUARANTEE FUND AT 31 DECEMBER</b>		<b>23 185 113</b>	<b>6 221 488</b>	<b>29 406 601</b>	<b>29 539 253</b>

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## Annex IIA

### ILO-ITU Staff Health Insurance Fund

#### *Income and expenditure statement for the year ended 31 December 2006 (in US dollars)*

	ILO	ITU	Total 2006	Total 2005
<b>OPERATING TRANSACTIONS</b>				
<b>1. Contributions received</b>				
Active staff including experts	7 143 049	2 678 234	9 821 283	8 469 530
Organizations	7 031 222	2 608 150	9 639 372	8 325 144
Retired/survivors	3 963 997	1 408 047	5 372 044	4 341 714
Organizations	7 927 995	2 816 093	10 744 088	8 679 894
Voluntary	1 391 439	669 999	2 061 438	2 034 409
<b>TOTAL CONTRIBUTIONS</b>	<b>27 457 702</b>	<b>10 180 523</b>	<b>37 638 225</b>	<b>31 850 691</b>
<b>2. Benefits paid</b>				
Active staff including experts	9 754 742	4 586 072	14 340 814	13 142 412
Retired/survivors	17 246 356	6 514 194	23 760 550	21 117 207
Voluntary	1 451 232	584 196	2 035 428	2 000 673
Less: Recoveries from third parties	(22 590)	(2 472)	(25 062)	-
<b>TOTAL BENEFITS</b>	<b>28 429 740</b>	<b>11 681 990</b>	<b>40 111 730</b>	<b>36 260 292</b>
<b>3. Net surplus/(deficit) in contributions income over benefits paid</b>	(972 038)	(1 501 467)	(2 473 505)	(4 409 601)
<b>4. Increase/(decrease) in accrued liability for unsettled claims</b>	81 496	28 504	110 000	590 000
<b>5. Exchange gains/(losses)</b>	(2 153)	(4 000)	(6 153)	96 562
<b>6. Net operating surplus/(deficit)</b>	<b>(1 055 687)</b>	<b>(1 533 971)</b>	<b>(2 589 658)</b>	<b>(4 903 039)</b>
<b>INVESTMENT TRANSACTIONS</b>				
<b>7. Interest and other income received</b>	945 353	345 831	1 291 184	1 487 585
<b>8. Capital gains/(losses) on investment sold</b>	56 155	21 837	77 992	51 493
Subtotal	1 001 508	367 668	1 369 176	1 539 078
<b>9. Gains/(losses) on currency trading:</b>				
On purchase and sales	(119 685)	(45 974)	(165 659)	(1 981 112)
Subtotal	(119 685)	(45 974)	(165 659)	(1 981 112)
<b>Total investment income</b>	<b>881 823</b>	<b>321 694</b>	<b>1 203 517</b>	<b>(442 034)</b>
<b>10. Expenditure:</b>				
Investment management fees	82 014	31 894	113 908	91 565
Sundry expenses	2 195	-	2 195	857
<b>Total investment expenditure</b>	<b>84 209</b>	<b>31 894</b>	<b>116 103</b>	<b>92 422</b>
<b>11. Net income/(loss) on investments</b>	<b>797 614</b>	<b>289 800</b>	<b>1 087 414</b>	<b>(534 456)</b>
<b>12. Net surplus/(deficit)</b>	<b>(258 073)</b>	<b>(1 244 171)</b>	<b>(1 502 244)</b>	<b>(5 437 495)</b>
<b>13. Revaluation gain/(loss) on assets and liabilities</b>	2 113 434	831 300	2 944 734	(5 614 212)
<b>NET RESULT FOR THE YEAR</b>	<b>1 855 361</b>	<b>(412 871)</b>	<b>1 442 490</b>	<b>(11 051 707)</b>

## Annex IIB

### ILO-ITU Staff Health Insurance Fund

#### *Income and expenditure statement for the year ended 31 December 2007 (in US dollars)*

	ILO	ITU	Total 2007	Total 2006
<b>OPERATING TRANSACTIONS</b>				
<b>1. Contributions received</b>				
Active staff including experts	7 597 488	2 740 329	10 337 817	9 821 283
Organizations	7 513 033	2 705 901	10 218 934	9 639 372
Retired/survivors	4 301 349	1 512 693	5 814 042	5 372 044
Organizations	8 602 699	3 025 386	11 628 085	10 744 088
Voluntary	1 424 089	648 632	2 072 721	2 061 438
<b>TOTAL CONTRIBUTIONS</b>	<b>29 438 658</b>	<b>10 632 941</b>	<b>40 071 599</b>	<b>37 638 225</b>
<b>2. Benefits paid</b>				
Active staff including experts	10 340 787	4 426 124	14 766 911	14 340 814
Retired/survivors	18 370 444	7 281 238	25 651 682	23 760 550
Voluntary	1 503 099	640 178	2 143 277	2 035 428
Less: Recoveries from third parties	-	(1 319)	(1 319)	(25 062)
<b>TOTAL BENEFITS</b>	<b>30 214 330</b>	<b>12 346 221</b>	<b>42 560 551</b>	<b>40 111 730</b>
<b>3. Net surplus/(deficit) in contributions income over benefits paid</b>	<b>(775 672)</b>	<b>(1 713 280)</b>	<b>(2 488 952)</b>	<b>(2 473 505)</b>
<b>4. Increase/(decrease) in accrued liability for unsettled claims</b>	<b>506 701</b>	<b>293 299</b>	<b>800 000</b>	<b>110 000</b>
<b>5. Exchange gains/(losses)</b>	<b>186 449</b>	<b>48 889</b>	<b>235 338</b>	<b>(6 153)</b>
<b>6. Net operating surplus/(deficit)</b>	<b>(1 095 924)</b>	<b>(1 957 690)</b>	<b>(3 053 614)</b>	<b>(2 589 658)</b>
<b>INVESTMENT TRANSACTIONS</b>				
<b>7. Interest and other income received</b>	987 961	329 515	1 317 476	1 291 184
<b>8. Capital gains/(losses) on investment sold</b>	(103 316)	(40 176)	(143 492)	77 992
Subtotal	884 645	289 339	1 173 984	1 369 176
<b>9. Gains/(losses) on currency trading:</b>	(370 711)	(183 321)	(554 032)	(165 659)
On purchase and sales	(370 711)	(183 321)	(554 032)	(165 659)
Subtotal	<b>513 934</b>	<b>106 018</b>	<b>619 952</b>	<b>1 203 517</b>
<b>Total investment income</b>	<b>1 398 579</b>	<b>395 357</b>	<b>1 793 936</b>	<b>2 572 693</b>
<b>10. Expenditure:</b>				
Investment management fees	82 971	32 267	115 238	113 908
Sundry expenses	2 414	-	2 414	2 195
<b>Total investment expenditure</b>	<b>85 385</b>	<b>32 267</b>	<b>117 652</b>	<b>116 103</b>
<b>11. Net income/(loss) on investments</b>	<b>428 549</b>	<b>73 751</b>	<b>502 300</b>	<b>1 087 414</b>
<b>12. Net surplus/(deficit)</b>	<b>(667 375)</b>	<b>(1 883 939)</b>	<b>(2 551 314)</b>	<b>(1 502 244)</b>
<b>13. Revaluation gain/(loss) on assets and liabilities</b>	<b>1 735 841</b>	<b>682 821</b>	<b>2 418 662</b>	<b>2 944 734</b>
<b>NET RESULT FOR THE YEAR</b>	<b>1 068 466</b>	<b>(1 201 118)</b>	<b>(132 652)</b>	<b>1 442 490</b>



## Annex III

### Guarantee Fund 1999–2007\* (in US dollars)

Accounts year	1999	2000	2001	2002	2003	2004	2005	2006	2007
Guarantee Fund	30 963 757	29 184 544	32 050 022	37 824 157	36 157 195	39 148 470	28 096 763	29 539 253	29 406 601
Benefit expenditure	20 676 071	21 069 924	21 816 590	24 084 102	31 040 332	35 907 731	36 260 292	40 111 730	42 560 551
Minimum level	6 806 864	6 928 843	10 593 764	11 161 769	12 823 504	15 172 027	17 201 393	18 713 292	19 822 095
Maximum level	20 420 593	20 786 530	31 781 293	33 485 308	38 470 522	45 516 082	51 604 178	56 139 876	59 466 286
Ratio: actual level/maximum level	1.52	1.40	1.01	1.13	0.93	0.86	0.54	0.53	0.49
Swiss franc to US dollar exchange rate at year end	1.59	1.76	1.65	1.49	1.30	1.14	1.31	1.21	1.12

\* Translated into Swiss francs, the level of the Fund was CHF35,742,496 at 31.12.2006 and CHF32,935,393 at 31.12.2007, versus CHF36,806,760 at 31.12.2005.

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## Annex IV

### Voluntarily covered dependants (VCD): Summary of annual and cumulative results 1997–2007

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Year	Number of VCD	Contributions (US\$)	Benefits (US\$)	Operational balance (US\$)	Cumulative result	Benefit paid per dollar contributed
1997	551	980 454	818 123	162 331	162 331	0.83
1998	583	1 072 319	865 139	207 180	369 511	0.81
1999	637	1 086 552	957 017	129 535	499 046	0.88
2000	661	1 145 744	1 301 601	(155 857)	343 189	1.13
2001	723	1 249 596	1 320 989	(71 395)	271 794	1.05
2002	706	1 315 628	1 391 197	(75 569)	196 225	1.05
2003	736	1 415 079	1 702 492	(287 413)	(91 188)	1.20
2004	740	1 704 414	1 856 579	(152 165)	(243 353)	1.08
2005	704	2 034 409	2 000 673	33 736	(209 617)	0.98
2006	666	2 061 438	2 035 428	26 010	(183 607)	0.99
2007	660	2 072 721	2 143 27	(70 556)	(254 163)	1.03

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## Annex V

### Membership of the Fund 2000-07 (voluntarily covered dependants excluded)

Category	Paying members							Dependants							Total insured persons									
	2000	2001	2002	2003	2004	2005	2006	2007	2000	2001	2002	2003	2004	2005	2006	2007	2000	2001	2002	2003	2004	2005	2006	2007
ILO																								
Headquarters and field project personnel	1 916	1 944	1 887	1 959	2 047	1 882	1 828	1 827	2 348	2 390	2 316	2 378	2 531	2 344	2 289	2 285	4 264	4 334	4 203	4 337	4 576	4 226	4 117	4 112
External offices	667	622	669	733	804	957	1 027	1 143	1 214	1 118	1 221	1 217	1 305	1 595	1 635	1 833	1 881	1 740	1 890	1 950	2 109	2 552	2 662	2 976
Former officials and survivors	1 680	1 747	1 793	1 835	1 886	1 963	2 025	2 060	948	986	999	994	993	989	1 031	1 048	2 628	2 733	2 792	2 829	2 879	2 952	3 056	3 108
<b>TOTAL</b>	<b>4 263</b>	<b>4 313</b>	<b>4 349</b>	<b>4 527</b>	<b>4 737</b>	<b>4 802</b>	<b>4 880</b>	<b>5 030</b>	<b>4 510</b>	<b>4 494</b>	<b>4 536</b>	<b>4 589</b>	<b>4 829</b>	<b>4 928</b>	<b>4 955</b>	<b>5 166</b>	<b>8 773</b>	<b>8 807</b>	<b>8 885</b>	<b>9 116</b>	<b>9 566</b>	<b>9 730</b>	<b>9 835</b>	<b>10 196</b>
ITU																								
Headquarters and field project personnel	925	946	966	897	827	842	811	799	1 101	1 138	1 157	1 092	1 005	1 027	1 000	994	2 026	2 084	2 123	1 989	1 832	1 869	1 811	1 793
External offices	19	18	24	19	20	18	25	27	23	19	29	26	24	25	41	43	42	37	53	45	44	43	66	70
Former officials and survivors	571	582	601	613	654	689	714	736	318	320	336	322	346	350	356	357	889	902	937	935	1 000	1 039	1 070	1 093
<b>TOTAL</b>	<b>1 515</b>	<b>1 546</b>	<b>1 591</b>	<b>1 529</b>	<b>1 501</b>	<b>1 549</b>	<b>1 550</b>	<b>1 562</b>	<b>1 442</b>	<b>1 477</b>	<b>1 522</b>	<b>1 440</b>	<b>1 375</b>	<b>1 402</b>	<b>1 397</b>	<b>1 394</b>	<b>2 957</b>	<b>3 023</b>	<b>3 113</b>	<b>2 969</b>	<b>2 876</b>	<b>2 951</b>	<b>2 947</b>	<b>2 956</b>
ILO-ITU																								
Headquarters and field project personnel	2 841	2 890	2 853	2 856	2 874	2 724	2 639	2 626	3 449	3 528	3 473	3 470	3 536	3 371	3 289	3 279	6 290	6 418	6 326	6 326	6 410	6 095	5 928	5 905
External offices	686	640	693	752	824	975	1 052	1 170	1 237	1 137	1 250	1 243	1 329	1 620	1 676	1 876	1 923	1 777	1 943	1 995	2 153	2 595	2 728	3 046
Former officials and survivors	2 251	2 329	2 394	2 448	2 540	2 652	2 739	2 796	1 266	1 306	1 335	1 316	1 339	1 339	1 387	1 405	3 517	3 635	3 729	3 764	3 879	3 991	4 126	4 201
<b>TOTAL</b>	<b>5 778</b>	<b>5 859</b>	<b>5 940</b>	<b>6 056</b>	<b>6 238</b>	<b>6 351</b>	<b>6 430</b>	<b>6 592</b>	<b>5 952</b>	<b>5 971</b>	<b>6 058</b>	<b>6 029</b>	<b>6 204</b>	<b>6 330</b>	<b>6 352</b>	<b>6 560</b>	<b>11 730</b>	<b>11 830</b>	<b>11 998</b>	<b>12 085</b>	<b>12 442</b>	<b>12 681</b>	<b>12 782</b>	<b>13 152</b>

## Annex VI

### Benefit statistics, 2000–07

Types of benefit	Benefits paid (US\$)							
	2000	2001	2002	2003	2004	2005	2006	2007
<b>TOTAL</b>	<b>21 778 200</b>	<b>21 108 044</b>	<b>24 243 752</b>	<b>31 002 992<sup>1</sup></b>	<b>36 118 294<sup>1</sup></b>	<b>36 417 562<sup>1</sup></b>	<b>40 160 176<sup>1</sup></b>	<b>42 445 067<sup>1</sup></b>
Doctors' services	4 254 923	3 943 835	3 750 392	4 175 410	4 657 760	4 546 510	4 706 051	4 934 826
X-rays, laboratory and other tests	912 015	995 143	1 307 756	1 599 173	1 925 623	1 950 418	2 114 074	2 325 218
Special treatments	850 929	702 820	666 608	869 572	990 472	1 021 657	1 107 237	1 178 502
Psychoanalysis and psychotherapy	376 746	370 597	371 690	505 170	629 182	627 164	580 006	647 744
Public ward at global fee	925 993	602 565	691 560	1 403 843	1 763 104	1 402 211	1 541 791	1 589 676
Hospital accommodation/clinic accommodation	1 198 397	980 218	1 105 797	1 386 931	1 593 381	1 572 012	1 987 564	1 931 532
Medical care	5 545 609	5 164 506	6 576 266	9 195 989	10 785 557	10 972 970	12 604 613	13 493 504
Post-operative convalescence	149 881	82 642	74 401	130 982	176 121	163 172	190 553	149 022
Other convalescences and cures	24 501	39 462	34 189	34 022	24 244	27 423	24 798	28 043
Nursing care	991 139	1 024 818	1 266 197	1 425 547	1 920 132	2 087 284	2 458 053	2 637 165
Prescribed medicaments	2 721 165	2 626 361	3 186 033	3 748 133	4 286 466	4 551 562	4 729 683	5 115 203
Dental care	2 757 574	2 676 269	2 881 310	3 416 005	3 607 317	3 646 054	3 801 188	3 888 595
Optical appliances: lenses	557 873	527 939	612 866	709 707	784 284	766 237	823 272	876 216
Optical appliances: frames	185 637	174 964	191 979	190 582	197 642	187 200	202 364	197 586
Hearing aids	101 551	70 428	106 480	121 787	124 109	156 732	155 114	176 353
Other appliances	147 439	119 060	126 045	169 825	195 665	212 534	235 490	274 442
Medical travel	50 858	35 811	56 698	75 743	76 557	75 402	178 767	139 242
Funeral costs	25 972	27 331	28 033	33 410	23 172	31 589	37 193	31 637
Supplementary benefits	888 216	943 275	1 209 452	1 811 161	2 357 505	2 419 431	2 595 303	2 730 661
Exchange rate average US dollar to Swiss franc	1.50	1.69	1.68	1.35	1.25	1.24	1.25	1.20

<sup>1</sup> The difference with the total shown in the income and expenditure statement (Annexes IIA and IIB) is due to the recovery of benefits paid in advance for medical expenses related to service incurred sickness/third party liable.