

STAFF HEALTH INSURANCE FUND

Record of Decisions
of the 282nd meeting of the Management Committee

Thursday, 23rd May 2024

at 2:30 p.m., Lac Room X (Library)

Present:

Representing the insured persons of the ILO:

Ms. Catherine Comte-Tiberghien (Titular member)
Mr. Yvan Poulin (Titular member)
Ms. Mireille Ecuillon (Substitute member)
Ms. Gwendolyn Fabros (Substitute member)

Representing the Director-General:

Mr. Tilmann Geckeler (Titular member)
Mr. Sietse Buijze (Substitute member)
Mr. Marc Fillieux (Substitute member)

Other attendees:

Mr. Florian Léger, SHIF Executive Secretary
Ms. Heather Harris, SHIF Claims Supervisor
Ms. Corinne Michoud, SHIF Secretary
Ms. Danielle Guiho, HRD Director

Apologies for absence were received from:

Representing the insured persons of the ILO:

Mr. Pierre De Lame
Ms. Clara Van Panhuys

Representing the Director General:

Mr. Luca Bormioli
Mr. Fikri Gurzumar
Mr. Giuseppe Zefola

The meeting opens at 2.35 p.m

The Chairperson welcomes Ms. Danielle Guiho, HRD Director, who has been invited to attend the meeting. He also welcomes Mr. Marc Fillieux, who has been appointed by the Director-General to sit on the Management Committee as a substitute member representing the Administration.

Item 1: Approval of meeting agenda
(SHIF/MC/24/282/AG)

MC refers to document ref. SHIF/MC/24/282/AG and approves the agenda, with two items to be discussed under Item 8 (Any Other Business):

- 1) Proposal to improve access to health care for field staff on a pilot basis
- 2) Dispatch of reimbursement advices to SHIF insured members

Item 2: Approval of the Record of Decisions of the 281st meeting of the Management Committee
(SHIF/MC/24/RD.281)

MC refers to document ref. SHIF/MC/24/RD.281 and approves the Record of Decisions.

Item 3: Update on the SHIF WorkPlan for 2024

ES updates MC on the SHIF WorkPlan. In terms of service level, the SHIF Secretariat has maintained during the first quarter of 2024 a Turn-Over-Time (ToT) of claims processing of less than two weeks. It currently is of about eight days, which is considerably lower than in the past two years. ES expects the ToT to remain below ten days in the coming weeks.

Regarding the pilot to improve access to health care for field offices, ES expects the pilot to be launched on 1st September. MC reminds the Secretariat to communicate on the pilot as soon as possible.

There has been some progress with Infotec regarding the SHIF Online App and the submission of secondary insurance claims on SHIF Online. The possibility to submit secondary insurance claims on SHIF Online should soon be available, probably this summer.

Although the Secretariat has communicated a lot with its members through various means of communication over the past months, there has been no SHIF Newsletter since January 2023 and ES plans to prepare a Newsletter as soon as possible.

The 2024 edition of the SHIF Regulations and administrative Rules in the three official languages is currently being worked on and will be published in the coming days.

The 2022 annual report has been published a few months ago and the Secretariat is working on the 2023 annual report with the aim to publishing it during the summer.

Item 4: Update from the new Director of HRD

Danielle Guiho, Director of the Human Resources Department since 1 September 2023, addresses the SHIF Management Committee. She reaffirms the importance of the SHIF to her and to the DG and welcomes the support of the MC regarding the pilot to improve access to health care for field staff. She informs the MC that a task force composed of HRD, Finance and Programme staff members is looking at a sustainable longer-term solution for a SHIF model. The task force will make proposals to the DG in the coming weeks. MC thanks Ms. Guiho for her intervention.

**Item 5: JIU study “Review of Quality, effectiveness, efficiency,
and sustainability of health insurance schemes in the
United Nations system organizations**
SHIF/MC/24/282/5

In September 2022, MC was informed about the JIU study. A delegation of the MC met with the inspector in charge of the study, Mr Jesús S. Miranda-Hita, and his team in March 2023. A draft version of the report was shared with the delegation in November 2023. The study is now finalized, and the JIU report has been published. As part of the study, the JIU undertook a survey among insured from all UN organizations covered by the JIU.

MC takes note of the study. In particular, MC acknowledges that the result of the survey, which is appended to the report of the JIU, shows that the SHIF is amongst the best plans in terms of coverage and benefits but also in terms of satisfaction level.

Regarding the recommendations, while they are addressed to the ILO Administration or to the ILO Governing Body, some of them are of interest to the SHIF Management Committee as they would require changes in the SHIF Regulations and/or processes. MC discusses formal recommendations 3, 4 and 5, as well as informal recommendations 9, 22 and 29.

**Item 6: SHIF Financial situation as at 31.03.2024
and technical results for the period 01.01.2024-31.03.2024**

SHIF/MC/24/281/6

ES presents the SHIF financial situation as at 31.03.2024 and the technical results for the period 01.01.2024-31.03.2024. The net result for the period is a loss of 3 million USD. The net loss is mainly due to the loss on currency exposure. The technical result for the period translates into a surplus of USD 800'000.

Item 7: Appointment of members of the SHIF Appeals Board

According to §2 of Article 5.5 of the SHIF Regulations, the members of the Management Committee representing the Director-General appoint to the SHIF Appeals Board:

- Ms. Cécile Balima-Vittin
- Mr. Srinivas Reddy Baki
- Ms. Rasha Tabbara
- Ms. Anny Xiaoxia Zhang

Following the meeting, the members of the Management Committee representing the insured persons have appointed by email:

- Ms. Yousra Hamed
- Mr. Zoltan Gegeny
- Mr. François Kientzler
- Mr. Christian Viegelhan

The Management Committee will appoint two persons to serve as Chairpersons of the Appeals Board.

Item 8: Any other business

Item 8.1: Proposal to improve access to health care for field staff on a pilot basis

This agenda item has been covered under agenda item 3 entitled “Update on the SHIF Workplan for 2024”.

8.2: Reimbursement advices (blue sheets)

A MC member brought up the subject of the blue reimbursement advice and the amount of time it takes for these to be sent outside the HQ region and asks why we do not send by PDF attachment via email. ES answers that the SHIF looked into it in the past and since the technical issue is complex, the development costs were prohibitive. ES will open a new ticket with INFOTEC to see if new technologies exist that reduce the development costs. He adds that the ability to send reimbursement advice by email will be one of the technical specifications whenever HIIS is replaced.

The meeting ends at 16.19 p.m.
