

INFO SENIOR



DG HR Newsletter

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Contact the PMO.4 Pensions Service

With a view to continually improving the services it provides, the PMO's Pensions Unit (PMO.4) has set up **two new functional mailboxes** (which replace the managers' personal mailboxes):

PMO-PENSIONS@ec.europa.eu for retirement/invalidity pensions
PMO-SURVIE@ec.europa.eu for recipients of a survivor's/orphan's pension.

Moreover, since 1 October 2018, PMO.4 has provided retirees with a **new single telephone number (+ 32 (0)2-297 88 00)** which is available on working days from Monday to Friday between 9.30 and 12.30. This 'Pensions Contact' service handles queries from retired staff about pensions.

Pensions Contact is also available to widows/widowers and orphans.

The new number and the functional mailboxes are shown on the pension slips.



PMO Contact Online application - JSIS

The forms currently accessible via PMO Contact Online will shortly be available only via the Staff Matters Portal (SMP).

On each thematic page of the portal you will be able to submit your query by clicking on the 'Contact us' button.

For example, if you have questions about direct billing, you will have to go to the ad hoc page on the SMP. After consulting the information, you may, if you still have questions, submit your query via the 'Contact us' button, which will be located on the right-hand side of the screen, in place of the current 'PMO Contact' button. The same applies to JSIS online: links to the current PMO Contact service will be replaced by new links.

Note that this new system requires EU Login certified access. This access ensures that your messages are kept as secure as possible.

The exact date of the migration from PMO Contact to the Staff Contact system has not yet been determined. If you do not yet have EU Login access, we would encourage you to request it now.

Assistance via the telephone switchboard at the Welcome Offices and by post will, of course, still be available after the migration. However, we recommend that you use the online communication tool as it will allow you to keep a record of your exchanges with the PMO.

<https://ec.europa.eu/pmo/contact/>

The PMO Contact service can be reached by telephone on **+ 32 2 29 97777** from Monday to Friday between 9.30 and 12.30.



What is 'EU Login'?

The 'EU Login' authentication system allows you to access:

- MyIntracomm (the Commission's intranet site) and the 'Retirees' portal which makes it easier for you to navigate the site
- PMO Contact (for questions on PMO-related matters)
- JSIS online (for dealing with sickness insurance matters).

EU Login

One account, many EU services

What if I don't have an EU Login account? The manual is available on the AIACE website:

<https://aiace-europa.eu/?lang=en> - click on '**Services**' > '**JSIS online**' > '**How to create an EU Login account**'.

The manual is also available on the ['Retirees' portal](#).

The PMO provides you with access to a Helpdesk to assist you in setting up your EU Login account:

- Brussels: MERO building (avenue de Tervuren 41) from 9.30 to 13.00. Telephone: **+32 (0)2 29 76 888**
- Luxembourg: Drosbach building, DRB B2/085, Telephone: **+352 4301 36100**, (Monday to Friday from 9.30 to 12.30).
- Ispra: Telephone: **+39 0332 78 30 30**, Monday to Friday from 9.30 to 12.30.

N.B.: in order to create an EU Login account, you need to have a mobile phone, computer or tablet and an email address.

What if I don't have a mobile phone, smartphone, computer or tablet? Don't worry, you will ALWAYS receive information that directly concerns you in paper format.

[Retirees portal: https://myintracomm.ec.europa.eu/retired/en/](https://myintracomm.ec.europa.eu/retired/en/)

PMO Contact online: <https://ec.europa.eu/pmo/contact/>

JSIS online: <https://webgate.ec.europa.eu/RCAM/>

Medical expenses: excessive costs

You may find at some stage that an excessive-fee threshold and/or 'reimbursement-level coefficient (CAR)' is applied to your reimbursement rate. This will have a significant impact on the share of the costs to be borne by you. For that reason we would advise you to read the following brief explanation carefully.

What do the JSIS rules say? 'Pursuant to Article 20 of the JSIS Joint Rules and General Implementing Provisions (GIP), where there is no fixed ceiling for reimbursement, even in the case of serious illness, the portion of the costs that significantly exceeds the average prices in the country where the services were provided may be excluded from reimbursement.'

This means that it is important that you are aware of the average fees charged in the country where your treatment is provided. In order to avoid unpleasant surprises, the JSIS advises you to make careful enquiries before being admitted to hospital or before undergoing costly medical treatment. This is where a request for an estimate can prove invaluable.

The portion of the costs deemed excessive will be determined on a case-by-case basis by the Settlements Office after consulting the Medical Officer. A detailed medical report may be requested.

Furthermore, if the costs (i.e. hospitalisation, expensive medical treatment) are incurred in a country outside the European Union and the country in question is recognised as one in which healthcare is expensive, the 'reimbursement-level coefficient' set for that country may be applied. This rule also means that your share of the costs may be very high.

The United States, Norway and Switzerland are currently regarded as countries 'where healthcare is expensive'. The following reimbursement-level coefficients have been applicable for these countries since 1 July 2016:

- USA: 2.4966
- Switzerland: 1.8123
- Norway: 1.6797

By way of example, in the case of a claim for reimbursement for medical treatment in Switzerland which is not subject to a JSIS ceiling, and the price of which is at least 25 % higher than the European Union average, the costs incurred are reduced by applying the reimbursement-level coefficient established for Switzerland. This means in effect that the reimbursement rates provided for under the JSIS rules are applied to the amount of expenditure incurred which has been aligned with a level that is comparable to the average cost in the Member States of the European Union. In practical terms, the invoice amount is divided by 1.8123 and the reimbursement rate recognised by the JSIS for the medical treatment in question (for example 85 % or 100 % in the case of serious illness) is applied to the result obtained after the adjustment by division.

In some cases (pensioner residing in the country in question, emergency situation or where there is no equivalent treatment available in the European Union for treating the illness) there is a safeguard clause which provides that the amount reimbursed to the member by the JSIS may not be less than 50 % of the total amount paid by the member. It is clear nevertheless that a considerable proportion of the medical costs incurred may still have to be borne by the member.

It should also be noted that this rule applies even if the costs in question relate to a disease recognised by the JSIS as a 'serious illness'. Where the reimbursement-level coefficients do not apply in the event of serious illness, this is on the sole condition that there are no equivalent treatments available within the European Union for treating the illness in question (subject to approval by the Medical Officer).

This means that the portion of the costs to be borne by the member may be very significant even in the case of serious illness.

We would remind you that it is very important to take out supplementary insurance (through a travel agency, bank, private insurance, etc.) in the event of travel. This is all the more important if you are travelling to one of the countries referred to above.



We would also like to draw your attention to the fact that some countries inflate the amounts invoiced when a direct billing letter is granted (i.e. where it is the JSIS that will settle the invoices). This is why, in the event of hospitalisation in countries where this practice occurs, the JSIS does not issue direct billing letters (save in exceptional cases). Here, the provision of an advance is the preferred approach.

In general, in order to avoid any unpleasant surprises, it is recommended that an estimate be requested systematically in the event of hospitalisation (room and fees), even if the hospitalisation takes place in a Member State and in an approved hospital.

- <https://myintracomm.ec.europa.eu/retired/en/Pages/index.aspx> > **Staff Matters > Health > Reimbursement (JSIS)**
- <https://ec.europa.eu/pmo/contact/>

PMO Contact can be reached by telephone on **+32 2 29 97777** from Monday to Friday between 9.30 and 12.30.

PMO.3 duty office on the premises of AIACE Belgium in 2019

A colleague from PMO.3 will be available on the premises of AIACE Belgium, rue de Genève 1, 1140, Evere (access via the main entrance at No 3), 1st floor, office 33, on the following dates: **7 February, 28 February, 21 March, 11 April, 2 May, 23 May, 13 June, 4 July.**



The colleague will be on duty from 14.00 to 16.00.

The PMO.3 colleague will be on hand to help retired staff resolve any issues they encounter in connection with the JSIS. Retired staff wishing to avail themselves of this service should send their name by email (to aiace-be@ec.europa.eu) by 13.00 on the Monday prior to their visit. This will give the PMO.3 colleague time to examine the files of the persons concerned. Cancellations should also be notified.

- AIACE Belgium** - Rue de Genève, 1, office 01/05, 1140, Brussels.
Open from Monday to Friday from 9.30 to 12.30. Telephone: **+32 2 295 38 42**
Email: aiace-be@ec.europa.eu
<https://www.aiace-be.eu/>

New postbox available at the Luxembourg Settlements Office

The Luxembourg Settlements Office has provided retired members with a postbox for submitting their documents to the JSIS.

The box is located to the left of the reception behind the glass doors.

Retired staff who wish to go upstairs to PMO Contact or the 'Espace Seniors' can park in one of the two official parking spaces in the visitor's car park at the Drosbach building.



A cone has been placed in front of these spaces to mark them as reserved. Retirees wishing to park there should simply remove the cone and inform the reception.

An order has been placed for access barriers for both spaces. Once these have been installed, retired staff will need to come to the reception and ask one of the guards to open the barrier.

Active senior: why don't you give it a try?

The Commission values [the expertise of former officials](#). They may therefore take part in certain activities within a Commission department, subject to certain conditions. Find out more!



What is the Active Senior initiative?

It is a scheme whereby former Commission officials can volunteer to take part in unpaid assignments or activities carried out within the Commission. It aims to encourage the Commission to draw on the skills of retired staff, whatever their level of seniority at retirement. The initiative only concerns former officials and other staff in receipt of a retirement pension from the Commission. The Directorates-General and departments are responsible for defining the areas of activity. These may be very varied:

- information and policy presentation, conference participation, focus groups;
- political expertise, advice and participation in specific task forces;
- technical expertise, opinions on programmes, project evaluation, market analysis;
- training, mentoring, educational assistance;
- sitting on competition selection boards and selection panels;
- assisting secretariats.

This list is not exhaustive; other areas may be added depending on the needs of individual departments.

Certain rules must be followed by the departments concerned

The 'active senior' may not be employed to assume direct responsibilities or to make decisions. He/she may not be authorised to represent the Commission in an official capacity, to take part in negotiations with an external body, or to participate in meetings at which he or she would enter into contractual obligations for the Commission. The 'active senior' may not replace a serving official. Officials must retain control over and responsibility for activities undertaken by their departments. Using the expertise of a former official may bring added value; it must always be seen as an optional extra.

In practice

- An agreement must be signed between the former official and the department where the activities are to be undertaken as part of the Active Senior initiative. The agreement specifies the nature of the activity, the duration and the reimbursement of any costs.
- If the activity is undertaken outside the retired official's place of residence, some costs are reimbursed, e.g. accommodation and travel costs.
- The 'active senior' is covered by accident insurance and has access to all buildings for the duration of the agreement.
- The 'active senior' must act with integrity and discretion, as required by the Staff Regulations (Article 16). In this respect, he/she must sign a declaration of absence of conflict of interest between any external activity and the activity carried out under the agreement.
- There is no age limit or time limit following retirement.
- Several agreements may be signed by an 'active senior' with different departments as long as the timings of the activities are compatible.

Are you interested?

If you are interested in taking part, you are invited to send your curriculum vitae to the Commission. A template is available on the Active Senior website. It is easy to complete and lists the areas of expertise covered by the scheme. Your details will be placed online on a collaborative platform which can be accessed by Commission managers to enable them to identify profiles of potential interest to them. However, we would advise you to express your interest in your former DG and/or to make direct contact with the units likely to be interested in an Active Senior agreement.

i **Active Senior website:** <https://myintracomm.ec.europa.eu/retired/> - click on 'Active Senior' in the right-hand column

To send in your CV or for any other information: HR-ACTIVE-SENIOR@ec.europa.eu

Yammer After EC: YOUR social network

Yammer After EC is a social platform for discussion and information exchange. The network is reserved for retired officials of the European Institutions to enable them to keep in touch. Find your former colleagues by perusing the list of members. Contact them directly by sending them a private message or post a message to say that you have lost touch with someone: there is a good chance that the network will help you trace the colleague in question.



Yammer After EC facilitates the circulation of ideas and organises exchanges in the form of 'interest groups' which you can join if you wish. Create a group, take part in the discussion, add images, documents, links, hypertext, etc. to your message to support your argument, and seek the opinion of others. Ask questions and the experience of one person will be shared with others, e.g. in relation to JSIS online or pensions. Numerous online help groups (Yammer after EC Help, PMO Contact Help, JSIS-RCAM Help, ECAS Help, MyIntracomm News) have all been set up by AIACE International volunteers.

Some officials in active employment at the Commission and other European institutions working in the field of human resources (DG HR, PMO, etc.) choose to become members of the network on a voluntary basis and are available to answer questions and/or provide guidance on difficulties encountered by retired staff.

Go to the site <https://www.yammer.com/afterec/> to sign up directly. Enter only your PRIVATE email address (even if you are asked for your professional address!) and wait for a network administrator to send you an invitation from Yammer After EC. Then all you have to do is follow the instructions provided.

To enable us to identify you as a retired colleague of the European Institutions, the Network Administrator may ask you to provide your name and surname and your pensioner's number.

Your Helpdesk on the fringes of the conference...

AIACE International will hold its annual conference in Lisbon from 18 to 22 May 2019. Information and registration forms are available online (<https://aiace-europa-assises.eu/>) or from the Secretariat (aiace-int@ec.europa.eu; telephone: **+32 2 295 29 60**).

The AIACE International Help Desk volunteers will not only listen carefully to your personal information needs, but will also set aside time during the conference to answer your questions and guide you through the Commission's applications.



Are you seeking:

- practical help in setting up an 'EU Login' account, the secure gateway needed to connect to JSIS online, the 'Staff Matters' portal (MyIntraComm, PMO Contact) and Sysper Pensions?
- simply to access all the information and resources on the AIACE International website, including a whole series of forms which are easy to download to your computer, such as 'requests for reimbursement', 'prior authorisation requests', 'direct billing', etc., WITHOUT LOGGING IN OR ENTERING A PASSWORD?
- tips and tricks to enable you to quickly and easily fill in a claim for the reimbursement of medical expenses or to deal with another aspect of JSIS online?
- to get involved in the Commission's new 'Staff Matters' portal (MyIntraComm), which is replete with a whole host of news and information in many different fields?
- to discover the new SYSPER pension application and its benefits?
- to become acquainted with the social network reserved for retired staff of the European institutions, Yammer after EC...?

Interested? Martine Platteau-Guillaume & Micheline Bruyninckx will be available at the Hotel Sana Malhoa **from Saturday 18 May. Demonstrations of the various applications will take place in the afternoon.**

Consult the notice board in the hotel reception on a daily basis for details of the programme and timetable.

i AIACE International — 105, Avenue des Nerviens, Office 00/036, 1049, Brussels.
The secretariat is open every working day from 9.30 to 12.30 and from 14.30 to 16.00.
Telephone: **+32 2 295 29 60**; email: aiace-int@ec.europa.eu
<https://aiace-europa.eu/?lang=en>

The Romanian Presidency of the Council of the EU

Romania takes over the Presidency of the Council of the European Union, for the first time ever, from 1 January to 30 June 2019. The priorities of the Romanian Presidency are driven by the following motto: cohesion, a common European value, understood as unity, equal treatment and convergence. The Presidency programme focuses on four main priorities: a Europe of convergence, a safer Europe, Europe as a strong global actor, and a Europe of common values.

The Presidency will also host a Summit in Sibiu on Europe Day, which will steer the debate on the future of Europe.

The Presidency of the Council rotates among the EU Member States every six months. During this six-month period, the Presidency chairs meetings at every level in the Council, helping to ensure the continuity of the EU's work in the Council.

Member States holding the Presidency work together closely in groups of three, called 'trios'. This system was introduced by the Lisbon Treaty in 2009. The trio sets long-term goals and prepares a common agenda determining the topics and major issues that will be addressed by the Council over an 18-month period. On the basis of this programme, each of the three countries prepares its own more detailed six-month programme.

The current trio is made up of the Presidencies of Romania, Finland and Croatia.

- i** Website of the Romanian Presidency: <https://www.romania2019.eu/home/>
- i** Provisional calendar of meetings and sessions under the Romanian Presidency: https://www.consilium.europa.eu/media/37255/romanian-presidency-draft-calendar_181203.pdf
- i** SOURCE: <https://www.consilium.europa.eu/en/>



Combining a Community pension with a national pension — Reminder

EU officials who have not transferred their entitlement to a national pension to the Community scheme and who receive a Community pension may apply for a pension for the years worked for a national employer up to the ceiling for the number of years required to obtain a pension for a full career.

Example: career in Belgium: 9 years — Complete career at the EU Institutions: 37 years. The maximum Belgian pension in this case will be 8 years, as the maximum career taken into account in Belgium is 45 years.

The SEPS/SFPE won a case against the Federal Pension Service of Belgium following a ruling of the European Court of Justice in Case C-408/14 of 10 September 2015 (A. Wojciechowski v Belgium (ONP)).

This also applies to individuals who have already submitted such a request, but have had it refused.

Mr Hendrik Smets, Vice-President responsible for legal matters, is at the disposal of people in this situation to help them take matters forward.

Contact email address: info@sfpe-seps.be or hendriksmets@yahoo.fr

i SFPE - 175 rue de la Loi, Office JL 02 40 CG39, BE-1048 Brussels (by appointment)
105 avenue des Nerviens, Office N105 00 010, BE-1049 Brussels (Tuesdays and Thursdays or by appointment)
Telephone: **+32 (0) 475 472 470**
www.sfpe-seps.be



Communication from Afliatys: Top-up cover to supplement JSIS insurance

From 1 January 2020 Hospi Safe (and Hospi Safe +) will be run by ALLIANZ CARE, which won the call for tenders launched by AFILIATYS at the beginning of 2018.

This policy continues to be the one recommended by AFILIATYS.

On that date, ALLIANZ CARE will take over the present insurance contract in its entirety, and all those currently insured by the scheme will remain so, without exception.

Until 31 December 2019, CIGNA will continue to manage the scheme since the contract concluded with AFILIATYS provided for a transitional period of one year.

The reimbursement arrangements will be identical to those currently applicable (i.e. based on the JSIS reimbursement schedule).



The new contract introduces a number of improvements:

Hospi Safe will now consist of three options (rather than two):

- Hospi Safe: this is the current situation, covering, as a top-up to the JSIS scheme, hospitalisation as a result of illness or an accident;
- Hospi Safe illness: new option to cover hospitalisation in connection with illness alone;
- Hospi Safe +: no change.

There will no longer be a medical questionnaire. It will be possible to take out a policy up until the day of retirement. There will be a strict parallelism between the JSIS rules and the contractually-based top-up insurance rules.

ALLIANZ will set up a 'one-stop shop' to provide personalised case handling.

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www.afliatys.eu