

# INFO SENIOR



Information Bulletin from DG HR

OCTOBER-DECEMBER 2016

#12

## New method for accessing My IntraComm



Until now, **My IntraComm**, the Commission's intranet site, has only been accessible to retired staff through the use of access codes (consisting of a login and password). After the cyber attack on the Commission in 2011, these codes only gave access to a 'snapshot', a static version of the site updated once a week.

**Good news!** From now on, the 'real-time' version of the My IntraComm site is again accessible to retired staff, complete with the most recent updates and functionalities which were missing from the snapshot (search engine, ability to post a small ad, etc.). The access codes are therefore no longer needed as your connection to My IntraComm is now based on the same EU Login as the online sickness insurance (JSIS online).

**What is EU Login?** It is an authentication system created by the Commission to make its applications more secure. Retired staff can already access the JSIS application through an EU Login, and from now on only this account will allow you to access My IntraComm with the required level of security: it is based on a 'double-factor' authentication with a login, password and SMS message. It is the same method of authentication used by the Commission's active staff.

### What do I need to do, in practice?

- ◇ If you already have an EU Login for the JSIS online application you do not need to do anything. This EU Login ALSO allows you to access My IntraComm from now on via <https://myintracomm.ec.europa.eu/retired/>
- ◇ If you don't yet have an EU Login and would like to access My IntraComm as well as the JSIS online application, you can request an EU Login.

### To be able to use it, you must have a mobile phone and private email account.

The EU Login can be obtained:

- i IN BRUSSELS:** from SC-27 00/03 (rue de la Science, 27 at 1000 Brussels) from 9.00 to 12.00 and from 14.00 to 16.00, **no appointment needed**, or by telephone: + 32 2 297 68 88/89.
- i IN LUXEMBOURG :** from Florent Charton, from 8.30 to 12.30 and from 14.00 to 16.00 - 12, rue Guillaume Kroll at L-1882 Luxembourg, Drosbach building, Office B2/085, **no appointment needed**, by telephone: +352 4301 36100 or by email: [florent.charton@ec.europa.eu](mailto:florent.charton@ec.europa.eu)
- i IN ISPRA :** by telephone: +39 0332 783030 Monday to Friday from 9.30 to 12.30.

**Important:** the current static version of My IntraComm (the 'snapshot'), accessible with the access codes, will be maintained during a transitional period to give retired staff time to get an EU Login and to get used to this new access method.

During this period, both sites will therefore be accessible to retired staff through two different channels:

- ◇ <https://myintracomm-ext.ec.europa.eu/retired/> will continue to give access to the static version of My IntraComm with the access codes
- ◇ <https://myintracomm.ec.europa.eu/retired/> will give access to the 'real-time' My IntraComm, on the basis of the complete EU Login authentication.

Once the transition phase is over - 31/12/2016 -, access to the static version will no longer be possible and My IntraComm will only be accessible through the EU Login.

**Other important information:** the portal specifically dedicated to retired staff ('My IntraComm retired') will be kept on the 'real-time' version of the site.

**N.B.:** whether you own a computer or not, you will ALWAYS receive information directly concerning you in paper form: Administrative information, Info Senior, specific information, VOX bulletin from the AIACE, etc.

## The 'Retirees' portal on My IntraComm

My IntraComm, the Commission's intranet site, includes a '**retirees' portal** specifically intended for you.

My IntraComm 'retired' was created to make it easier for retired staff to find information concerning them directly. The 'News' section is updated as soon as important information is known, such as President Juncker's letter after Brexit, the adjustment to weightings or the offer of help to retired staff involved in the recent attacks. Under 'Information', you can find the five language versions of the quarterly Info Senior bulletin, and a link to 'Commission en Direct'. The 'Administration' section takes you to the sickness insurance, pensions, social services and statutory rights websites. It also gives all the useful contact points in the Commission. There are also sections devoted to culture and leisure, the Welcome Office, legal information, various links and associations of former staff. You can also consult the monthly lists of officials who are retiring and retired staff who have died.

Commission News My DG DG Intranets Work Resources Staff Matters Top Tools Who is who SPERTINI Alessandro EN



### Retirees' Welcome

You are here: > My IntraComm > Welcome to the Retirees' Welcome page

#### Welcome to the Retirees' Welcome page












Every site in My IntraComm has its own access rules and you may therefore meet an "access denied" message when clicking a link.

#### News














- **ATTENTION:** from October 27 "ECAS" will become "EU Login": note , guide 
- British pensioners and the Brexit: British pensioners interested can sign up for the private network Yammer "EC UK STAFF", although they will need to request an invitation from DG HR first, to confirm their status.(see "Commission en direct" from September 2016)

#### Administration



**Useful contact points:**

- en , fr , de , it , nl , da , es , el   
pt , sv , fi 

**Sickness Insurance**

- Practical guide JSIS: EN , DE , FR , DA , EL   
ES , FI , IT , NL , PT , SV 
- My Settlements Office is
- JSIS A-Z
- How to claim reimbursement?
- Forms for reimbursement
- Serious illness
- Pharmaceutical products reimbursed
- Non-reimbursable treatments
- Prior authorisation, estimate of proposed dental treatment, serious illness
- Membership eligibility, cover's attest
- **Direct billing :**
  - Direct billing forms
  - Whom to contact
- Medical officers
- Dentistry
- Preventive medicine
- List of medical center 
- Agreements with hospitals/clinics
- Funeral allowance
- General implementing provisions for the reimbursement of medical expenses 

#### Culture and Leisure

- Life in Brussels
- Life in Luxembourg
- Leisure clubs Brussels/Luxembourg
- Yammer: "chat" for former officials
- Small ads - consulting
- Learn about small ads
- Small ads for real estate:  request form
- Other small ads:  request form
- ASBL Affiliats

#### Information

**INFO SENIOR:**

- N° 1: EN- ER- DE- NL- IT
- N° 2: EN- ER- DE- NL- IT
- N° 3: EN- ER- DE- NL- IT
- N° 4: EN- ER- DE- NL- IT
- N° 5: EN- ER- DE- NL- IT
- N° 6: EN- ER- DE- NL- IT
- N° 7: EN- ER- DE- NL- IT
- N° 8: EN- ER- DE- NL- IT
- N° 9: EN- ER- DE- NL- IT
- N° 10: EN- ER- DE- NL- IT

#### Welcome office

- Welcome Office Brussels
- Welcome Office Luxembourg
- Lawyers advice Brussels
- Legal brochures

#### Associations and Relations

Contact with the sector

## Claiming reimbursement of medical expenses: some tips!

- ◇ Submit your claims at intervals throughout the year, so as to avoid a large number of claims at the end of each six-month period.
- ◇ Submit your claim for reimbursement within 18 months of the date on which the service concerned was provided. If you fail to do this reimbursement will be refused, except in the event of duly established circumstances outside your control.
- ◇ Receipts and invoices must conform to local legislation in the country of issue, and must include the following information: the patient's full name, the nature of the treatment, the dates of and fees paid for each medical treatment, the name and official references of the healthcare provider.
- ◇ If you have submitted a claim for medical treatment carried out in a country outside the EU, consider attaching a French, English or German translation of the information contained in the supporting documents.
- ◇ If you send your claim for reimbursement in paper form, check that it is up-to-date and use paper clips instead of staples to attach all your supporting documents.
- ◇ You will find the updated reimbursement forms on the [portal for retired staff](#) on My IntraComm under 'Sickness insurance'.
- ◇ Keep copies of the claim for reimbursement and the supporting documents (in paper form) or the originals (for claims via [JSIS online](#)). The JSIS reserves the right, when checking your reimbursement file, to ask for any original/additional document from the date of submission up to 18 months following the date you receive the account sheet.
- ◇ Reimbursements are paid into the bank account into which your pension is paid. If you change your bank account, you should not close your old account immediately, but should wait a while to make sure that the claims currently being processed have been paid in.



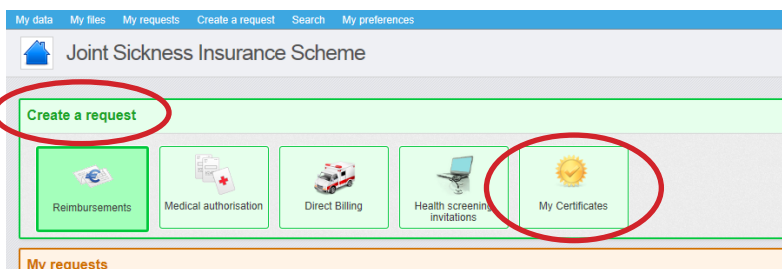
**i JSIS ON LINE :** <https://webgate.ec.europa.eu/RCAM/>

## Did you know about the certificate of JSIS cover?

Do you use [JSIS online](#)? You can get a certificate within 24 hours of submitting the request!

How?

- ◇ Choose 'My Certificates' in the 'Create a request' menu
- ◇ Choose the beneficiary concerned
- ◇ Select the type of certificate required
- ◇ Select the language and then click on 'Submit'
- ◇ After a few hours, and by the following morning at the latest, the certificate will be available in the 'My files/My Certificates' menu.

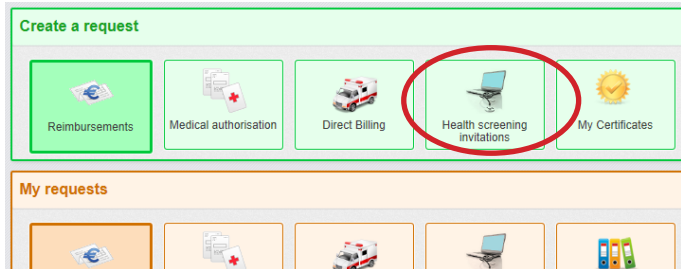


**i JSIS ONLINE:** <https://webgate.ec.europa.eu/RCAM/?language=en>

## JSIS online: remember!



- ◇ Never mix different types of expenses (standard reimbursement, serious illness, health screening, etc.) in the same claim for reimbursement
- ◇ To tick 'reimbursement for serious illness recognised by the JSIS', the file must first have been accepted by your Settlements Office.
- ◇ To submit a reimbursement request for the Health Screening Programme, you must have a valid invitation for one of the programmes offered by the JSIS. This can be requested on JSIS online via the 'Create a request/Health screening invitations' menu. The system then automatically offers the type of programme to which the beneficiary concerned is entitled.



**i** **RJSIS ONLINE:** <https://webgate.ec.europa.eu/RCAM/?language=en>

## Do I need medical authorisation before starting treatment?



The reimbursement of certain expenses requires the approval of the Head of the Settlements Office, based on the medical opinion of a medical officer or dental officer at the JSIS. N.B.: For thermal cures, prior authorisation must be requested at least six weeks before the scheduled date for beginning the cure.

For any new medical treatment prescribed by your doctor/dentist, you are advised to consult the '**JSIS A to Z**' pages on the My IntraComm retirees portal (under 'Sickness Insurance'), where you will find all the information needed before starting the treatment.

What are the types of medical authorisation requested by the JSIS?

- ◇ A **dental estimate** (e.g. prostheses, bridges, implants, crowns, etc.)
- ◇ **Prior authorisation** for certain medical expenses such as diabetes equipment, a stay and treatment in a convalescent home, etc.
- ◇ An application for recognition of a **serious illness**.

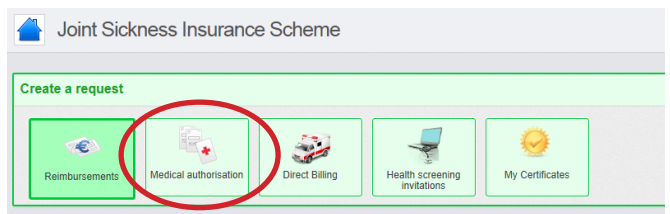
In order to submit your file and receive treatment more quickly, you are recommended to use JSIS online and select the option 'Medical authorisation' in the 'Create a request' menu:

Then you just need to follow the necessary steps and fill in the information. If you need help, user guides are available in the bar above.

If you do not have access to the JSIS online software, you can follow the traditional paper method by filling out the **application form** for prior authorisation and sending it to the address included in the document (it is better to print the latest version available on My IntraComm so as to avoid sending it to the wrong address!).

To speed up the processing of your file, you are advised to attach to the application a detailed medical report with the results of the various examinations/analyses carried out. If the document is not in French, English or German, please bear in mind that a short translation attached to your file is always very useful!

When a decision has been made, you will receive a positive response (agreement) or negative response (refusal) electronically if you use JSIS online (notification) or by post.



## JSIS online: you can choose how to receive your mail!

Retired staff using **JSIS online** receive all documents sent by the JSIS both electronically and by post. If you no longer wish to receive documents in paper form, you must change the delivery method. You can do this yourself very quickly, by following these steps:

- ◇ click on 'My preferences' at the top of the application;
- ◇ then click on 'My communication preferences';
- ◇ next click on 'No' next to 'Courrier papier activé'
- ◇ finally click on 'Submit' on the bottom-right of the screen.



**i JSIS ONLINE:** <https://webgate.ec.europa.eu/RCAM/?language=en>

## Top-up cover to supplement the JSIS and terrorist attacks

Following the recent terrorist attacks, the insurance broker CIGNA confirms that:



- ◇ the top-up insurance scheme 'Hospi-Safe (Plus)' (Allianz Belgium BCVR 8672, Afiliatys) covers risks such as the Brussels and Paris attacks,
- ◇ the top-up insurance scheme 'Major Risks including Accidents' (Allianz Belgium BCVR 8673, AIACE) covers risks such as the Brussels and Paris attacks,
- ◇ the top-up insurance scheme 'Major Risks excluding Accidents' (Allianz Belgium BCVR 8673, AIACE) does not cover such risks,
- ◇ the specific 'Accident insurance' (Cigna Life Company for Europe, registered company No 719.757.143, AIACE) also covers such risks (although the policy stipulates that accidents arising from a war or similar event are excluded).

**i www.eurprivileges.com**  
**TÉL. CIGNA : + 32 (0)3 217 65 76**

## AIACE

The 48th conference of the **AIACE** (International Association of Former Officials of the European Union) will take place in Maastricht from 28 May to 1 June 2017. The venue is symbolic, as in 2017 we will celebrate the 25th anniversary of the Treaty of Maastricht, which a number of retired staff helped to draft. In addition, Maastricht is a city which is little-known and particularly underrated, with its charming historical city centre, which is completely pedestrianised, and major historical monuments. Moreover, the surrounding area of South Limburg, which is surprisingly hilly, offers remarkable scenery. This will be an opportunity for AIACE members to meet other retired staff during the General Meeting, workshops and a conference with politicians, as well as during friendly meals and excursions.

**i www.aiace-europa.eu**  
**www.aiace-assises-europa.eu**



## Psychosocial assistance for retired staff

Recipients of an EU pension can contact the social welfare office if they are facing personal, administrative or financial difficulties. The social welfare officers can also assist retired staff in the event of difficulty adjusting to retirement, family problems, health problems, illness, disability and bereavement. If you would like to discuss your plans for after you retire, the social welfare officers can help you and make it easier for you to adapt to this new stage in your life. They can also give you useful information and help you with administrative matters. They can also offer meetings to help you, on a completely confidential basis.

Who can use the social welfare office for retired staff?

Social assistance can be provided to:

- ◇ recipients of a retirement pension;
- ◇ recipients of an invalidity allowance;
- ◇ recipients of a survivor's pension;
- ◇ recipients of an orphan's pension;
- ◇ dependents of a deceased pensioner;
- ◇ family members of a recipient of an EU pension.



## Financial assistance

In some cases, pensioners are eligible for **financial assistance**:

- ◇ social assistance for pensioners is very limited and must meet strict eligibility criteria. It is financial assistance granted on an ad hoc basis in exceptional circumstances which are duly substantiated on the basis of supporting documents;
- ◇ assistance with home care comprises a financial contribution intended to cover some of the costs of home help for carrying out essential day-to-day household tasks. Eligibility conditions are strict: the net monthly family income must be less than the basic salary of an official in grade AST 1/1, that is to say around EUR 2.900, and the application must be supported by a detailed medical certificate;
- ◇ assistance for a surviving spouse suffering from a serious illness or a disability is a pension supplement granted in these two situations under certain conditions. The application must be accompanied by a detailed medical report and must propose palliative measures. The assistance is granted for a limited period.

Before submitting an application, please first contact the social welfare service of your institution, which will be able to give an initial opinion on whether you may be eligible.

**i COMMISSION BRUSSELS: + 32 (0)2 2959098 - HR-BXL-AIDE-PENSIONNES@ec.europa.eu**

**i LUXEMBOURG: + 352-4301-33948 - HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu**

**i ISPRA: + 39-0332-785910 - HR-PENSIONERS-ISPRA-SOCIAL-ASSISTANCE@ec.europa.eu**

Retired staff of an institution other than the Commission should contact the social welfare service within their institution.

## Solidarity with former colleagues



Unfortunately no one is immune from personal or material problems. Some of our former colleagues may feel isolated, suffer from serious disabilities or illnesses, or have difficult family situations and be in need of assistance. Even when the situation becomes critical, they may not have the courage to seek help. If you are aware of a former colleague in this type of situation, please inform the Commission's social welfare service. They will get in touch with the person in question and offer assistance.

**i Social services - see above**

## PMO Contact online is now more accessible!



PMO Contact online has become dynamic! Whatever the size of your screen, information relating to the chosen domain is now visible on all devices (smartphones, tablets, etc.), anywhere and at any time.

**i** **PMO CONTACT ONLINE:** <https://ec.europa.eu/pmo/contact/en>

## UK Referendum

At the request of some British officials, a group has been created on the Yammer platform: EC UK STAFF. All British retired staff are invited to join it to take part in discussions and swap experiences. To join, you will need an invitation from DG HR, after your status has been verified.

**i** <https://www.yammer.com/ecukstaff/>

Otherwise, the Commission's Welcome Office and Legal advisory service are available to retired staff with British nationality to provide any information regarding changing nationalities. They can also provide assistance in case of difficulties, if necessary. A complete file on this issue is available on request.



**i** **WELCOME OFFICE:** (+ 32) 2 296 66 00 – [HR-BXL-WELCOME-OFFICE@ec.europa.eu](mailto:HR-BXL-WELCOME-OFFICE@ec.europa.eu)  
**LEGAL ADVISORY SERVICE:** (+ 32) 2 296 66 00 – [HR-BXL-LEGAL-ADVISOR@ec.europa.eu](mailto:HR-BXL-LEGAL-ADVISOR@ec.europa.eu)

## EUROPA: Newsroom



The Newsroom is the official information site of the European Union institutions. It provides online access to the latest press material from the EU institutions and practical information for journalists.

This website gathers the latest information and press material from the EU institutions, agencies and bodies, thus offering a single entry point for all EU news.

Press releases and statements are collected automatically, which means that this section is updated each time new information is published.

In the **'Highlights'** section, links lead to additional information on the most important topics of the day, such as official documents, photos, videos or background information.

The **'Special coverage'** section gives complete information and an insight into the latest developments on current issues. It also includes the latest press releases on these issues, links to documents, websites, statistics and much more.

A calendar gives details of forthcoming political events and can be consulted by date, topic, organiser or key word. Events may also be viewed by day, week or month. The website also contains multimedia material and practical information on who to contact.

**i** [http://europa.eu/newsroom/about\\_en](http://europa.eu/newsroom/about_en)

## AFILIATYS



**AFILIATYS**, the Affinity Club of the European Institutions, would like to thank all retired colleagues who have notified their new email address and can thus receive the association's newsletters. For those who do not have access to a computer, information from Afiliatys can be obtained by post via the Association of Seniors (SEPS).

Thanks to AFILIATYS, retired staff can still obtain diplomatic prices with car manufacturers such as Fiat, Lancia, Mazda, Kia, Alfa Romeo and Jeep. Volvo also offers preferential rates.

Q Team (car tyres in Belgium), Pharmasimple (online parapharmacy), Brussels Airlines, Avis, Samsung, etc. also offer favourable reductions.

A certificate confirming membership in order to take advantage of these reductions can be obtained from Afiliatys.

You can make an appointment to see a specialist doctor from Eurocare, the authorised medical centre in Brussels, quickly by calling a special number (see the Afiliatys website).

These offers will finally soon be extended to Luxembourg (Afiliatys office in an area which can be accessed with a pensioner's pass) and then to Ispra.

**i** [www.afiliatys.eu](http://www.afiliatys.eu) – [info@afiliatys.eu](mailto:info@afiliatys.eu) – TEL. + 32 (0)2 29 85000 (TUESDAY AND THURSDAY)  
[www.sfpe-seps.be](http://www.sfpe-seps.be) – [info@sfpe-seps.be](mailto:info@sfpe-seps.be) – TEL. + 32 (0) 475 472470

## The new European Interinstitutional Centre (CIE) at Overijse



The **European Interinstitutional Centre (CIE)** at Overijse (15km south of Brussels) belongs to the European Commission. It is a sports and recreational centre which was established in 1974. In October 2015, the CIE reopened its doors, fully renovated and operational. The new rooms were designed with social and professional events or gatherings of friends in mind.

The new sports facilities make the centre an ideal base for sports or leisure clubs from the institutions which can organise tournaments there. Active and retired staff from the institutions with a CIE member's card are able to rent the facilities.

CIE members have access to a large range of onsite facilities at the Overijse centre.

If you are retired from the institutions, the cost of membership is EUR 25 per year. Members of an official EU sports or leisure club will receive a card for free, as the membership fee is covered by their club. To receive your CIE card, you must show your pensioner's pass or the card from your club if you have one. Non-members will only be able to access the site if accompanied by a member who has their card.

At the Clubhouse, people can enjoy a comfortable area and a bar where they can have a drink with a colleague, family member or friend. Visitors can relax after a match or simply have a coffee while reading a newspaper or watching TV. Children and grandchildren can have fun in the corner specially fitted out for them or the playground outside. Please note that you do not have to be a member to use the Clubhouse or its playground. You will only need to show your pensioner's pass at the entrance to the site.

**i** **CONTACT : OIB-CIE-OVERIJSE@ec.europa.eu - TEL. + 32 (0) 2 29 80030**

★ CHIEF EDITORIAL: DG HR MONIQUE THEATRE - ASSISTANT : BRIGITTE RAUS

📄 GRAPHIC DESIGN & IMPRESSION: OIB CONCEPT & REPRODUCTION

Info Senior is published by unit HR.D.1. This publication is not legally binding on the Commission.