

# INFO SENIOR



Information Bulletin from DG HR

JANUARY-MARCH 2017

#13

## ECAS' has become 'EU Login'

As announced in October 2016, there has been an IT change. ECAS has changed its name and become EU Login. This IT authentication system allows you to access:



- ◇ My Intracomm (the Commission's intranet site) and the 'Retirees' portal specially created to make it easier to navigate the site;
- ◇ PMO Contact (to ask a question regarding the PMO);
- ◇ JSIS online (to manage your situation regarding sickness insurance).

If you already had access to JSIS online (via the former ECAS account), hardly anything will change: instead of entering your old login, you will be asked from now on to enter your email address, which will subsequently be your unique login.

What if I don't have an EU Login account (formerly ECAS account)? You can create one with the help of the operating manual sent to you in October 2016. If you have mislaid it, this manual is available on the AIACE website: <http://aiace-europa.eu/> - click on 'Services' > 'RCAM online' > 'How to create an EU Login account'.

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 directly concerning you in paper form: Administrative information, Info Senior, specific information, VOX bulletin from the AIACE, SEPS bulletin (if you are a member), etc.

- i RETIREES PORTAL :** <https://myintracomm.ec.europa.eu/retired/>
- i PMO CONTACT ONLINE :** <https://ec.europa.eu/pmo/contact/en>
- i JSIS ONLINE :** <https://webgate.ec.europa.eu/RCAM/?language=en>

## Take note of your Settlements Office



There are **three settlements offices**: Brussels, Ispra and Luxembourg. Responsibilities are split according to the place of residence of the retired member of staff. Sometimes, a JSIS member contacts the Settlements Office which is not responsible for his/her files relating to requests for the reimbursement of medical expenses. Please note that when you receive your pensioner's number, you may be registered at a different Settlements Office to the one when you were working.

**Settlements Office in Brussels** - residence in: Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Greece, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovenia, Slovakia and Sweden.

**Settlements Office in Ispra** - residence in: France, Ireland, Italy, Netherlands, Portugal, Spain, United Kingdom, Switzerland or any other country outside the EU.

**Settlements Office in Luxembourg** - residence in: Austria, Germany, Luxembourg.

Retired staff who use JSIS online or PMO Contact do not need to worry; the IT tool automatically delivers files/ emails to the correct recipient.

- PMO CONTACT ONLINE :** <https://ec.europa.eu/pmo/contact/en>
- PMO CONTACT :** + 32 (2) 29 97777 (Monday to Friday from 9.30 a.m. to 12.30 p.m.)
- JSIS ONLINE :** <https://webgate.ec.europa.eu/RCAM/?language=en>

## A medicine can be reimbursed if and only if ...

A pharmaceutical product can be reimbursed by the JSIS if:



- it was prescribed by a doctor. The medical prescription must be issued before the product is purchased and is valid for six months;
- it is functional, i.e. it must have a medical purpose, be scientifically validated and authorised to be sold on the market;
- in some cases, the medicine requires prior authorisation.

How do I know if a medicine can be reimbursed or whether it requires prior authorisation?

If you use JSIS online, when you submit a request for reimbursement in detail (pharmaceutical product by pharmaceutical product), you will be automatically informed:

- ◇ If the product can be reimbursed **without** prior authorisation

In this case, the system will not issue a warning and you can continue to enter the details.

Détail de la prestation/traitement 1 Médicament /Produit pharmaceutique 1

Remboursable si prescrit par un médecin(nom du médecin renseigné et certifié par le pharmacien sur le reçu conforme ou prescription médicale. Pour les préparations magistrales, veuillez svp détailler la composition dans le champ remarque [https://myintracomm.ec.europa.eu/hr\\_admin/fr/sickness\\_insurance/treatments-AZ/Pages/pharmaceutical-products.aspx](https://myintracomm.ec.europa.eu/hr_admin/fr/sickness_insurance/treatments-AZ/Pages/pharmaceutical-products.aspx)

Médicament	Nbr.	Montant unitaire	Montant total	Montant PPA	Montant PPA 2
1. DAFALGAN	1	15.00	15.00	0.00	EUR

- ◇ If the product requires prior authorisation.

The system does not allow you to continue entering the details and informs you that prior authorisation is required.

Before requesting the reimbursement, you must therefore first submit a request for prior authorisation and receive the authorisation.

1. [REDACTED]	1	15.00	15.00	EUR
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**Autorisation préalable**

**Vous n'avez pas d'autorisation préalable qui corresponde à la date de prestation, pour le bénéficiaire et la prestation indiquée**

**Autorisation préalable manquante**

- ◇ If the product cannot be reimbursed

The system informs you that the product cannot be reimbursed and explains why.

Médicament	Nbr.	Montant unitaire	Montant total	Montant PPA	Montant PPA 2
1. [REDACTED]					

**Médicament non remboursable (diététique)**

If you submit your requests on paper, you can :

- consult the list of medicines that can be reimbursed, with or without prior authorisation, available on My Intracomm: <https://myintracomm.ec.europa.eu/retired/> - 'Sickness Insurance' heading – click on

'Pharmaceutical products reimbursed'. This list contains several columns:

- ◇ Name of the medicine to be entered
- ◇ 'Status' refers to the reimbursement code (520 to 525) that appears on the account sheet.

N.B.: codes 521, 522 and 525 mean that prior authorisation is required.

- ◇ 'Reason' includes information such as the reason for a refusal/rejection, a specific note, etc.
- ◇ R stands for reimbursable, Y (yes), N (no)

- contact the PMO either by phone or during your visit.

Finally, please attach to the request for reimbursement the supporting document received during your purchase.

As well as being compliant in the country of issue, it must include the following information:

- the patient's full name
- the name of the product supplied
- details of all the active ingredients if it is a magistral formula
- the supply date
- the pharmacy's official references (with a stamp and signature for certain countries)
- the name of the prescribing doctor with official references. The prescription must be attached to the request for reimbursement, even if this is not required by the national system.

Please remember that the JSIS does not reimburse products for cosmetic, hygienic, comfort, or organotherapy purposes, or those which have not been proved to be medically effective.

- i** **PMO CONTACT ONLINE :** <https://ec.europa.eu/pmo/contact/en>  
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**JSIS ONLINE :** <https://webgate.ec.europa.eu/RCAM/?language=en>

## Hospitalisation with direct billing (advance payment) agreed by the JSIS



If you have received an agreement for **direct billing** by the JSIS, you must not pay anything to the hospital at all. The hospital will send the invoice directly to your Settlements Office, which will pay it all.

The PMO will then calculate the rate of reimbursement, i.e. will determine the amounts to be reimbursed as set out in the **GIPs (General Implementing Provisions)** and the **Common Rules**. If it turns out that part of the costs are to be borne by you, the total amount of these costs will be deducted from later reimbursements or from your pension or from any other sums owed to you.

You will be sent a detailed account sheet. The account sheet will indicate whether an advance is charged or not.

Please find below an example of an invoice that will help you to understand the account sheet received:

The JSIS received a hospital invoice for €3 000<sup>(1)</sup> and paid it.

It then calculated the rate of reimbursement. As the hospitalised JSIS member does not have a recognised serious illness, the surgical operation and hospital stay are reimbursed at a rate of 85 %. This means that the JSIS will pay 85 % of the invoice costs, i.e. €2 550<sup>(2)</sup>. The member owes €450<sup>(3)</sup> (outstanding advance payment, €3 000 - €2 550) and will receive an account sheet containing all the financial information, as follows:

- i** **PMO CONTACT ONLINE :**  
<https://ec.europa.eu/pmo/contact/en>  
**PMO CONTACT :**  
+ 32 (2) 29 97777  
(Monday to Friday from 9.30 a.m. to 12.30 p.m.)  
**JSIS ONLINE :**  
<https://webgate.ec.europa.eu/RCAM/?language=en>

Total payable by the JSIS: €2 550 <sup>(2)</sup> .
Advance on reimbursement of medical expenses: €3 000 <sup>(1)</sup>
Amount we are recovering from the above sum: €2 550 <sup>(2)</sup> .
Net amount to be paid: <b>0.00</b>
Outstanding advance on reimbursement of medical expenses: €450 <sup>(3)</sup>
Sum to be paid: <b>0.00</b>

## Make sure you use the correct paper form to submit your medical expenses



If you do not have the technical equipment required to submit your expenses in JSIS online (mobile phone + computer + private inbox to receive emails), it is important that you remember to use the most recent form updated by the PMO.

This new form is the only type of document accepted by the PMO for requests for reimbursement in paper format. This is why we are providing you with a copy available in each language (French, Italian, Dutch, German and English).

Once you receive this document, we recommend that you throw away the previous versions; you can then make photocopies in order to have several copies.

**What if I don't have a photocopier at home?** You can contact either the PMO or the social welfare office to obtain additional copies.

- i PMO CONTACT :** + 32 (2) 29 97777 (Monday to Friday from 9.30 a.m. to 12.30 p.m.)
- SOCIAL WELFARE OFFICE FOR RETIRED STAFF :** +32 (2) 29 59098 (Monday to Friday from 9 a.m. to 4 p.m.)
- or by email: **HR-BXL-AIDE-PENSIONNES@ec.europa.eu**

## Is your pharmacy charging you for administrative costs?



It is becoming more and more common for pharmacies to charge for various administrative costs.

In France, for example, costs called 'supply fees' ('honoraires de dispensations') are being charged either according to the product's packaging (the fee is charged per box) or according to the complexity of an order comprising at least five medicines.

In other countries, certain emergency administrative costs are being charged.

How can you submit these pharmaceutical administrative costs when submitting your request for reimbursement?

**Members submitting their requests for reimbursement by post** (paper format) must complete the form by entering the total amount, including these costs, for each receipt from the pharmacist. This means that one line of the form corresponds to one, and only one, invoice or equivalent.

DEMANDE DE REMBOURSEMENT DE FRAIS MÉDICAUX						
à introduire régulièrement dans la période de 18 mois qui suit la date de la prestation						
Si vous avez déjà demandé votre remboursement en ligne, veuillez ne plus soumettre ces mêmes frais avec ce formulaire papier. Veuillez utiliser un formulaire par devise.						
Type de demande :						
<input checked="" type="radio"/> REMBOURSEMENT NORMAL						
<input type="radio"/> REMBOURSEMENT pour "personnel affecté hors Union Européenne"						
<input type="radio"/> REMBOURSEMENT pour MALADIE GRAVE reconnue par le RCAM ref. decision [ ]						
<input type="radio"/> MALADIE PROFESSIONNELLE date de la maladie professionnelle [ ]						
<input type="radio"/> ACCIDENT <input type="checkbox"/> de l'affilié <input type="checkbox"/> d'un assuré par le RCAM du chef de l'affiliation (uniquement s'il y a tiers responsable)						
date de l'accident [ ]						
Date des prestations	Nom et prénoms du bénéficiaire	Date de naissance du bénéficiaire	Nature des frais : Consultations, visites, médicaments, etc.	Montants des frais en(2): EUR	Autres remboursements (3)	Montant perçu par assurance privée
011016	xxxxxxxxxxxxxxxxxxxx		médicaments	Pays (1) xx	Montants 45,72	

Members **who have chosen to use JSIS online** can either add these costs to the price of the pharmaceutical product or enter this type of cost by selecting the option 'pharmaceutical administrative expenses'.

The screenshot shows the online form interface. A dropdown menu is open, showing three options: 'FRAIS ADMINISTRATIFS', 'PHARMACEUTIQUES/PHARMACEUTIQUES / produits pharmaceutiques', and 'ADMINISTRATIVE EXPENSES'. The 'FRAIS ADMINISTRATIFS' option is circled in red.

- i PMO CONTACT ONLINE :** <https://ec.europa.eu/pmo/contact/en>
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## New brochure for dentistry

The information available to members is currently being reviewed, category by category, for all subjects linked to the JSIS, in order to improve its quality. This information will be available not only on the '**JSIS A to Z**' pages on My Intracomm but also in paper format.

**Dentistry** is the first category to have been completely reviewed. Don't hesitate to take a look at the new brochures available, currently only in French and English. Translations into the other languages are in progress, and retired staff will be informed as soon as they are available.

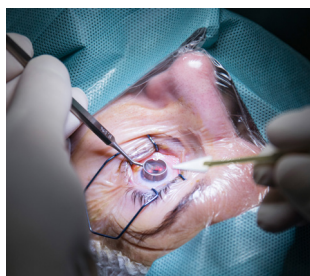


**i 'JSIS A TO Z' ON THE RETIREES PORTAL :** <https://myintracomm.ec.europa.eu/retired/>

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

**PMO CONTACT :** + 32 (2) 29 97777 (Monday to Friday from 9.30 a.m. to 12.30 p.m.)

## Cataract operations: do they require prior authorisation?



**Prior authorisation** is only required for people **under 60 years old** on the date of the operation. The operation costs can be reimbursed at a rate of 85 % with a ceiling of €2 600.

N.B.: you can submit the request for prior authorisation either via the JSIS online software or by using the traditional paper method (complete the form for requesting prior authorisation). Do not forget to attach the original copies of the necessary supporting documents and send everything to your Settlements Office (the address can be found on the form).

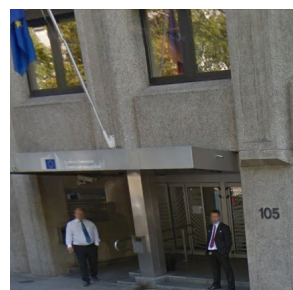
**i PMO CONTACT ONLINE :** <https://ec.europa.eu/pmo/contact/en>

**PMO CONTACT :** + 32 (2) 29 97777 (Monday to Friday from 9.30 a.m. to 12.30 p.m.)

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

## The 'Espace Seniors' in Brussels has moved

If you live in Brussels or are passing through, the 'Espace Seniors' (Senior's corner) is available to you. Since January 2017, it has moved from Rue de la Science and is now situated on the ground floor of the Nerviens-105 building. You will find an IT area equipped with four computers with access to the My Intracomm intranet and to a secure internet connection. A printer, two telephones, a scanner and a shredder are also available to you. The scanner is very useful for retired staff using JSIS online who do not have a scanner at home. This area is exclusively for pensioners from the Institutions who can come and go as they please and use all of the available equipment.



**i ESPACE SENIORS –** 105, avenue des Nerviens – 00/38 – 1040 Brussels  
Open from Monday to Friday, 8.30 a.m. to 5.45 p.m.  
Show your Pensioner's Badge at the reception desk.

## AFILIATYS



Afiatys was happy to welcome its members and their grandchildren to its Saint Nicholas party in Brussels, in which 2 500 guests took part. It was a good opportunity for generations of retired and active staff to meet.

The list of car brands offering discounts to retired staff has grown even more. Take advantage of the 'wholesale' rate for your winter tyres and make great savings. The discount card valid in all 'Quick' restaurants will certainly be of interest to your grandchildren.

Remember that if you do not have an internet connection, you can obtain the Afiatys newsletters via the SEPS (Seniors of the European Public Service), associated with Afiatys for the benefit of former officials. Luxembourg and Ispra will soon have a branch, the establishment of which has been slightly delayed. In Brussels, the Afiatys offices have moved and since the beginning of the year have been situated in the Nerviens 105 building, where they await your next visit.

- i** **AFILIATYS - 105, AVENUE DES NERVIENS (OFFICES 00/009 AND 00/003) – 1040 BRUSSELS**  
OPEN ON TUESDAYS AND THURSDAYS FROM 9 A.M. TO 3 P.M. - TELEPHONE: + 32 2 298 50 00
- i** **WEBSITE : [www.afiatys.eu](http://www.afiatys.eu)**

## CSG/CRDS problem in France - latest news



As a reminder, the CGS (general social contribution) is a levy established in 1990 which helps finance social security in France. The CRDS (social debt repayment contribution) is a tax established in 1996 with the aim of tackling the French social security debt.

The Advocate-General presented his conclusions on this case on 6 December 2016. These conclusions are in line with the hearings of 18 October and are also consistent with the judgments of 15 February 2000, the 'De Ruyter' judgment and the important judgment of 6 October 2016 (**case C-466/15**, 'Jean-Michel Adrien and Others'), which clearly forbids a Member State from levying contributions for its social security scheme when these contributions are non-recoverable.

The Advocate-General concluded that: 'The principle that the legislation of a single Member State only is to apply in matters of social security, which arises from Article 14 of the Protocol on the Privileges and Immunities of the European Union, annexed to the EU, FEU and EAEC Treaties, and from the provisions of Regulation (EEC, Euratom, ECSC) No 259/68 of the Council of 29 February 1968 laying down the Staff Regulations of Officials and the Conditions of Employment of Other Servants of the European Communities and instituting special measures temporarily applicable to officials of the Commission, as amended by Council Regulation (EU) No 1240/2010 of 20 December 2010, is to be understood as precluding officials of the EU institutions, who are entirely subject to the common sickness insurance scheme laid down by the said regulation, from being required, in the Member State in which they are resident for tax purposes, to pay contributions and levies that are directly and specifically allocated to the funding of the social security system of that Member State and are assessed on real estate income received in that Member State, such that the Member State in question cannot require officials to fund, even in part, its own social security system without having any hope of deriving any benefit from it, by contrast with the position of other residents affiliated to that Member State's social security schemes'.

The judgment is expected in March/April 2017.

- i** **SLEGAL ADVICE SERVICE AT THE COMMISSION : [HR-BXL-LEGAL-ADVISER@ec.europa.eu](mailto:HR-BXL-LEGAL-ADVISER@ec.europa.eu)**  
Tél. : + 32 2 296 66 00

## Weighting

Pension rights acquired before 1 May 2004 are adjusted according to a **weighting factor**, which varies from one Member State to another (the minimum weighting is 100). In order for you to qualify for the weighting, your country of residence must be your place of origin or your last place of employment. The part of your rights subject to the weighting is indicated in your pension entitlement notice. Your pension manager can provide any explanation concerning your personal situation.



**i CONTACT :** your pension manager whose name appears on the top-left of your pension statement

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

The 'Active senior' initiative, launched by the Commission in February 2014, involves making use of the expertise of former officials for unpaid activities (voluntary work). The guidelines provide for a standard agreement to be signed, a code of conduct to be observed, a declaration of absence of conflict of interest, accident insurance and practical aspects such as the reimbursement of costs in certain cases. The guidelines also aim to make the Commission aware of the pool of expertise of former staff, whatever their seniority level when they retired, and the benefits of taking ownership of this initiative. Around 200 agreements have already been signed to date between 22 Directorates-General and around 150 active seniors. DG HR is responsible for information and awareness activities. These are carried out through existing networks at the Commission, internal publications and associations of former officials and during seminars on preparing for retirement. The Commission is responsible for implementing the initiative within its units, namely by defining the areas of activity, identifying potential applicants and carrying out all the necessary preparatory measures. There are certain rules that must be followed regarding the nature of the proposed activities and the choice of applicants.



A collaborative platform was set up at the end of 2016 to allow former officials interested in the initiative to come forward. A model CV is available on the website. The CV is easy to fill in and refers to areas of expertise. The platform can be accessed by managers at the Commission, who will be able to find any profiles they may wish to see.

If you are interested, visit the site and fill in the CV. This will be posted on the collaborative platform and made available to the Commission.

**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](mailto:HR-ACTIVE-SENIOR@ec.europa.eu)

## AIACE conference: see you in Maastricht!



The AIACE is organising its traditional conference, as it does each year. This time it will take place in Maastricht, from 28 to 31 May 2017. This choice was made based on three considerations. Firstly, 2017 will be the 25th anniversary of the Treaty of Maastricht. It is therefore symbolic to celebrate this event at the site itself. An original copy of the Treaty will be exhibited, and those who wish to will be able to visit the place where a commemorative plaque signed by the Heads of State and Government at the time is displayed. Secondly, Maastricht is a very pleasant city with an entirely pedestrianised centre. The city has many historical buildings, and not only is it the culinary capital of the Netherlands but proves also to be a shopping paradise. Finally, its location at the centre of Europe makes this city a destination easily accessible by car or train for a large number of members. A perfect opportunity to combine work (the general assembly and thematic workshops) with the opportunity to discover a very beautiful region and to socialise. Both the programme and the registration form can be found on the website.

**i aiace-assises@artionconferences.eu** **i www.aiace-europa-assises.eu**  
ARTION Conferences: + 30 2310 257 806

## The AIACE is offering two insurance policies designed for retired staff



The **AIACE** (International Association of Former Officials of the European Communities) is offering to retired staff two insurance policies specifically designed for them:

◇ **accident** insurance (reimbursement without a ceiling of all medical costs incurred as a result of an accident: in the event of death; in the event of death, payment of a substantial sum to dependants; in the event of permanent invalidity, payment to the insured person of compensation proportional to the degree of invalidity). The monthly premium is deducted by the PMO directly from the pension and paid to the insurer;

◇ **'major risks' hospitalisation** insurance (top-up cover for sickness insurance in the event of hospitalisation); two options: (a) hospitalisation following an illness, or (b) hospitalisation following an illness and/or accident.

The coverage provided by these two policies is valid worldwide and membership is also open to spouses; the official can sign up for the accidents insurance up to his/her 80th birthday. For the 'major risks' insurance, the official must fill in a medical questionnaire and sign up before his/her 67th birthday or within the 12 months following his/her retirement. In order to be completely covered in the event of hospitalisation, if you have subscribed to the accidents insurance, you only need to subscribe to the 'major risks' insurance with the option 'without accidents cover'.

Clarifications recently provided by the insurer following requests from the AIACE Insurance Group

For the 'major risks' insurance, if the official meets the conditions for membership, he/she can also request membership for his/her spouse, regardless of the spouse's age.

If the official has already signed up for 'Hospi Safe' insurance (**Afliatys**), it is possible to convert from 'Hospi Safe' to 'Major risks' (and for a lower annual premium) without any formalities and, in particular, without having to fill in a medical questionnaire.

**i AIACE WEBSITE : <http://aiace-europa.eu/assurances/>  
AIACE INTERNATIONAL SECRETARIAT: + 32 2 295 29 60**

## Beware of scammers!



A retired colleague resident in Belgium had an unpleasant experience recently, which caused her to lose several thousand euro. She had been contacted by somebody claiming to be from the European Commission's 'Finance Directorate'. This person wanted to reimburse the colleague's costs relating to a purchase, so that she would not have to pay any taxes (sic). The person had acquired a lot of information about this colleague (in particular her date of birth and other personal details) and managed to obtain certain bank details that allowed them to access her bank account.

So be vigilant! This type of fraud is becoming more and more common and nothing is safe. These crooks use any means possible and are so convincing that the person being scammed provides his/her bank details in complete confidence.

If this type of situation happens to you and you have even the slightest doubt over the identity of the person you are talking to, do not hesitate to contact the Security Office of your institution of origin.