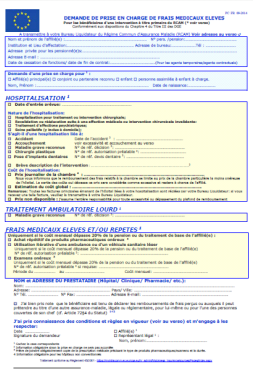


Direct billing: clarifications



The image shows a French form titled 'DEMANDE DE PRISE EN CHARGE DE FRAIS MÉDICAUX ÉLEVÉS'. It contains various fields for patient information, medical details, and hospitalization information. The form is in French and includes sections for 'ADMISSION EN HÔPITALISATION', 'TRAITEMENT AMBULATOIRE LOURD', and 'FRAIS MÉDICAUX ÉLEVÉS (LIQUIDÉS/REPÈRES)'. It also includes a section for 'NOTA SI MEMBRE DU PRÉSENTANT (DÉSIGNÉ "GÉNÉRALISTE" PAR LE...)'.

Direct billing is a form of advance payment and does not mean that your expenses will be reimbursed 100 %. In the event of direct billing, the percentage (80 %, 85 %, 100 %) of expenses reimbursed by the JSIS follows the same rules that apply in the case of standard reimbursement, taking any ceilings into account. Only members with primary cover are eligible for direct billing by the JSIS.

With standard reimbursement, you pay the invoice, then the JSIS draws up a statement of charges and reimburses you at the applicable rate. In the case of direct billing, the JSIS pays the full amount of the invoice to the hospital or to another treatment provider. The JSIS then calculates the amount to be paid by you and notifies you via an account sheet. The amount you have to repay to the JSIS appears in the line: 'Outstanding advance on reimbursement of medical expenses'.

If the invoice is not detailed enough and/or the hospital declines to send a medical report, the JSIS will ask you for this document, which is needed to calculate the amount to be reimbursed and the portion to be paid by you.

Is retroactive direct billing possible in an emergency?

The request for direct billing must be sent to the JSIS in advance and in good time - approximately ten days before the date of treatment. If you are hospitalised urgently, or in other circumstances beyond your control, direct billing must be requested as soon as possible. The request will be processed without delay and direct billing will be granted retroactively.

Which treatments are eligible for direct billing?

Direct billing may be granted in the following cases:

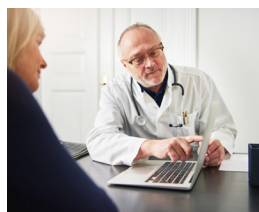
1. In the event of hospitalisation (even for one day) for the following purposes only:
 - treatment for medical conditions or surgery, or giving birth;
 - rehabilitation or functional re-education following a medical condition or surgical operation resulting in invalidity;
 - treatment for psychiatric conditions;
 - receiving palliative care;
2. intensive out-patient care in connection with a serious illness;
3. expensive medicines that must be bought repeatedly, repeated use of a standard or light ambulance, or expensive tests, if the monthly cost for the treatments exceeds 20% of the member's basic pension.

Exception: other types of advances may be granted in countries where medical care is expensive (Switzerland, the USA, Norway). You are advised to contact your **Settlements Office** and send an estimate.

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

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

Leading medical authority

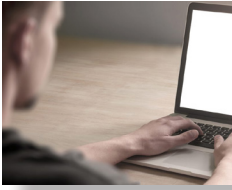


A leading medical authority is a specialist doctor with an international reputation in a particular medical field, who heads a research team and is the author of publications.

If a consultation with one or more leading medical authorities is deemed necessary by the Medical Officer, it will be reimbursed at the rate of 85%, with a ceiling three times higher than that for the consultation of a medical specialist, and at the rate of 100% in the case of serious illness.

The reimbursement of consultations with leading medical authorities is limited to two per year for the same condition.

What is 'EU Login'?



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

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

What if I don't have an EU Login 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' > 'JSIS 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.

i RETIREES PORTAL : <https://myintracomm.ec.europa.eu/retired/>

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

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

EU Login: tips and tricks



- If you have not used JSIS online since 3 November 2016, you will see a new screen called EU Login, and not ECAS. DO NOT create a new EU Login account. Simply log in by using your email address - not your former username - and your ECAS password.

- If you would like to connect to JSIS online and My Intracomm, first launch JSIS online and then My Intracomm. In this way, you will only have to identify yourself once with EU Login, instead of twice in the opposite direction.

- If you are considering moving to another country and changing your mobile number, the simplest thing to do is to add your new telephone number before deleting the old one in <https://webgate.ec.europa.eu/cas> → click on the wheel to the right of your name → My account → Manage my mobile numbers. You can then delete your old telephone number in the same way.

i RCAM EN LIGNE : <https://webgate.ec.europa.eu/RCAM/>

MY INTRACOMM : <https://myintracomm.ec.europa.eu/retired/>

Need help? Contact the social welfare office



The social welfare office is at your disposal if you are experiencing any personal, administrative or financial difficulties. The social welfare officers can give you useful information, help and support. On-site meetings (by appointment) or by telephone are offered in order to find solutions to your problems. These are strictly confidential. Your social welfare office is the same as your Settlements Office.

i BRUSSELS SOCIAL WELFARE OFFICE: + 32 2 295 90 98 – HR-BXL-AIDE-PENSIONNES@ec.europa.eu

LUXEMBOURG SOCIAL WELFARE OFFICE: + 352 4301 33948 – HR-LUX-ASSISTANTS-SOCIAUX@ec.europa.eu

ISPRA SOCIAL WELFARE OFFICE: + 39 0332 789284 – HR-PENSIONERS-ISPRA-SOCIAL-ASSISTANCE@ec.europa.eu

For the other institutions, please contact your social welfare office.

Contacting the PMO - Sickness insurance



The JSIS offers its retired members and their families a specific customer service for any questions concerning sickness insurance.

In Brussels: MERO building – Avenue de Tervueren, 41 – B-1040 Brussels
Monday to Thursday from 9.30 to 12.00 and 14.00 to 16.00, Friday from 9.30 to 12.00
Address: European Commission - JSIS Brussels
Settlements Office - B-1049 Brussels.

In Luxembourg: Drosbach Building - DRB B2/085
Monday to Friday from 14.00 to 16.00
Address: European Commission - Sickness insurance
12, rue Guillaume Kroll – Office DRB B1/061
L – 2920 Luxembourg.

In Ispra: Club House Ispra – Sala delle Rose
Wednesday from 9.30 to 12.00
Address: European Commission - RCAM PMO.6 TP.730
Via Enrico Fermi, 2749
Settlements Office - P 740
I – 21027 Ispra (Varese).

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

By telephone:

Brussels: + 32 2 29 9 77 77 (Monday to Friday from 9.30 to 12.30)
Luxembourg: + 352 4301 36100 (Monday to Friday from 9.30 to 12.00)
Ispra: + 39 0332 785757 (Monday to Friday from 9.30 to 12.30)

What if I don't have an EU Login account but need access to the forms?



If you do not have an EU Login account, but you have a computer, you can find certain forms and documents on the **AIACE International** (International Association of Former Officials of the European Communities) website. The association has decided to help retired staff without an EU Login account by making the most important documents available, such as: claim for reimbursement of medical expenses, documents for dental costs, request for prior authorisation, direct billing form, General implementation provisions and JSIS practical guide.

Only the French and English versions are available. You must access My Intracomm (with your EU Login account) to find the other language versions.

i <http://aiace-europa.eu/> - **CLICK ON 'SERVICES' → 'JSIS ONLINE'.**
MY INTRACOMM : <https://myintracomm.ec.europa.eu/retired>

Yammer After EC



Yammer After EC is a social platform for discussion and information exchange. This forum is reserved for retired staff of the European institutions. You can create a group, participate in discussions and ask questions. To join, go on to the site, enter your PRIVATE email address and wait for the administrator to send you an invitation. Then you only need to follow the instructions.

i <https://www.yammer.com/afterec/>

Please note, the school year has just ended ... What you need to know



You have received or will soon receive the forms for requesting an extension for dependent child allowance, education allowance and the orphan's pension. These forms are also available on the website:

<http://ec.europa.eu/pmo/education-allowances.htm>

You should return them:

- preferably by email to PMO-PENSIONS-EDUCATION-DECLARATION@EC.EUROPA.EU
- or by post: European Commission
PMO.4 - Pensions
MERO 07/011
B-1049 Brussels

If you are an orphan who has reached the age of majority: the forms were sent to you in June 2017. In order to avoid a significant suspension of payment, you should send back these documents, duly completed, dated and signed, as soon as possible.

If you receive allowances on behalf of your child who has reached the age of majority: the forms will be sent to you in August 2017. These documents, duly completed, dated and signed, must be sent back by 31 October 2017.

i **Your file manager**, whose name appears at the top-left of your pension statement

Think of the future for your disabled child



Remember, a dependent child with a disability is entitled to the following, as provided for by the Regulations:

- doubling of the dependent child allowance (**Article 67(3) of the Staff Regulations**);
- additional support if justified by the costs incurred.

The retired official is responsible for declaring the disability to the Administration.

The dependent child allowance is granted without an age limit in the case of a disability that prevents the child from earning a living, and for the entire duration of the disability (**Annex VII, Article 2(5), to the Staff Regulations**).

In the event of the death of the retired official:

- the surviving spouse is entitled to a survivor's pension (**Article 79 of the Staff Regulations**);
- the surviving spouse continues to receive household allowances (**Article 81 of the Staff Regulations**) and therefore twice the amount of the dependent child allowance;
- in the event of the death of both the retired official AND the surviving spouse, the disabled person is entitled to an orphan's pension (for as long as the disability exists, of course) (**Article 80 of the Staff Regulations**).

Ensure that you allow sufficient time to appoint a person who, after the death of the parent(s), will be in charge of the administration of the disabled person.

Depending on the country, the parents may contact the responsible authority which will appoint an administrator of the disabled person's assets. This administrator may be either a professional (notary, lawyer, etc.) or a close relative. Once it has been obtained, the decision will be sent to the Commission which must comply with it. A bank account may be opened in the name of the child with the disability and managed by the administrator. All allowances will be paid into this account, which will cover the costs linked to the disability.

The major advantage is that, as well as ensuring transparent accounting, in the event of the death of the retired official, the Commission procedures can continue to be followed and the administrator is already informed of the provisions of the Staff Regulations in force.

i Dependent child allowance: contact PMO Contact

ADDITIONAL SUPPORT FOR PERSONS WITH DISABILITIES : HR-HANDICAP-DISABILITY@ec.europa.eu

Espace Seniors in Brussels



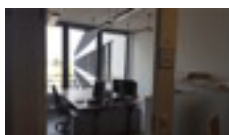
The 'Espace Seniors' (Senior's corner) in Brussels is located on the ground floor of Avenue des Nerviens 105. It has four computers with a connection to the Internet and My Intracomm. A letterbox is also available for you to place your requests for the reimbursement of medical expenses. It is located near the International Secretariat of AIACE (International Association of Former Officials of the European Communities), Afliatys and SEPS (Association of Seniors of the European Civil Service), which are in the same building. The PMO Sickness insurance office for retired staff is approximately a 15-minute walk away from N-105, in the MERO building.

i **ESPACE SENIORS – 105, AVENUE DES NERVIENS – 1040 BRUXELLES.**

Open from Monday to Friday from 8.30 to 17.45.

Please show your pensioner's pass.

Espace Seniors in Luxembourg



If you live in Luxembourg or are passing through, two 'Espaces Seniors' (Senior's corners) are available to you:

- one is located within the Commission in the Drosbach building. You will find two computers with access to the My Intracomm intranet and to a secure internet connection. A printer, photocopier, telephone, scanner and shredder are also available to you. There is also a social area with a coffee machine and display stands with information from the Welcome Office and the JSIS, just in front of the Espace Senior. The PMO-contact offices of the JSIS are also in the same area.
- the other is located within the Parliament in the Konrad Adenauer building. It has a computer, printer, scanner, telephone and display stand with brochures. It is near the cafeteria, staff shop and library.

i **COMMISSION: SECOND FLOOR OF WING B OF THE DROSBACH BUILDING (DRB B2/86), 12 RUE GUILLAUME KROLL, L- 1882 LUXEMBOURG.**

Open from Monday to Friday from 9.30 to 12.30 and from 14.00 to 16.00.

Show your Pensioner's Badge at the reception desk.

i **PARLIAMENT: KAD (FORMERLY BAK) OOC830 – 2, RUE ALCIDE DE GASPERI – 2929 LUXEMBOURG.**

Open from Monday to Friday from 9:30 to 11:30 and from 14:00 to 16:30.

Show your Pensioner's Badge at the reception desk.

60th anniversary of the Treaties of Rome



On the occasion of the 60th anniversary of the Treaties of Rome, signed in 1957, Europe remembers its past and looks to the future. The Europa site has created a page dedicated to this anniversary. You can find out about all the events organised in your country along with the activities organised by the EU institutions. Children and grandchildren can learn key dates relating to European integration and younger children will find a space specially dedicated to them.

i <https://europa.eu/european-union/eu60>

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



The Commission values the **expertise of former officials**. Thus they can take part in certain activities within a department, in accordance with certain procedures. Find out more.

What is the Active Senior initiative?

Former Commission officials can volunteer to take part in unpaid assignments or activities carried out within the Commission. Active Senior aims to encourage the Commission to draw on the skills of retired staff, whatever their seniority level when they retired. This initiative only concerns former officials and other staff receiving a retirement pension. The Directorates-General and departments are responsible for defining the areas of activity. These areas can vary greatly:

- 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 juries, selection panels,
- assisting the secretariat.

This list is not exhaustive; other areas may be added according to the departments' needs.

There are certain rules that the departments must follow

The active senior must not be employed to assume direct responsibilities nor to make decisions. He/she must 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 in which he or she would enter into contractual obligations for the Commission. The active senior does not replace a current official. Officials must retain control over and responsibility for the activities undertaken by the departments. Using the expertise of a former official may bring added value; it must be seen as an optional extra.

In practice:

- An agreement must be signed between the former official and the department for all activities undertaken as part of the Active Senior initiative. The agreement specifies the subject 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 such as accommodation and travel costs.
- The active senior is covered by accident insurance and has access to all buildings during the entire duration of the agreement.
- The active senior must behave 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 undertaken under the agreement.
- There is no age limit or time limit after retirement.
- Several agreements can 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 My Intracomm. It is easy to fill in and refers to areas of expertise. It will be placed online on a collaborative platform which can be accessed by Commission managers. They will be able to find any profiles they may wish to see.



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

AIACE, an association for all former officials



AIACE (International Association of Former Officials of the European Communities) works to improve the well-being of all former officials by endeavouring to nurture, in a spirit of friendship and good humour, the links that unite them with each other and with the administrative services of the institutions. AIACE maintains close contacts with the EU authorities and, with respect to them, represents as widely as possible the interests of former officials through cooperation agreements. It maintains and fosters friendships among former officials. AIACE contributes to the study of problems relating to European integration and helps heighten public awareness of them, collaborating with the EU institutions and bodies in this area. When you become a member, you join one of 15 national sections that can provide you with information and local help thanks to its local volunteers.

A partnership with the Commission

The agreement signed in February 2008 between the Commission and AIACE provides for the Association to be represented within the committees directly concerning former officials. It also established a partnership in the area of social action, more specifically as regards retired staff in difficulty. The work of the numerous volunteers is governed by the Commission, which offers them training and support while they carry out their social activities.

IT helpdesks to assist you

Martine Platteau and Micheline Bruyninckx act as a 'helpdesk' for all retired staff from all the institutions, by providing assistance with the Commission's IT applications (EU Login, JSIS online, PMO Contact, My Intracomm, Yammer After EC). Helpdesks are also available to you in all the national sections of AIACE. Their contact details can be found on the AIACE website.

**i AIACE WEBSITE : www.aiace-europa.eu – INTERNATIONAL SECRETARIAT: + 32 (0) 2 295 29 60
AIACE-INT@ec.europa.eu**

AFILIATYS



AFILIATYS is an apolitical and interinstitutional association serving about 55 000 officials and other agents of the European institutions, whether active or retired. A successor to UPFE created over 40 years ago, the association has been operating under its new name 'AFILIATYS, the affinity club of the European institutions' since 2006.

The association's objectives relate to integration, culture, society and charity. The charity aspect was developed recently and is one of the association's priority objectives. It supports other EU staff associations in carrying out solidarity projects.

Afiliatys offers many advantages to its retired members. You can take advantage of reductions for various cultural outings in Brussels and deals on different products (trips, car rental, insurance, petrol, bank products and car brands).

The membership fee is €5 for life. This fee is wholly used for charitable purposes.

**i AFILIATYS – 105, AVENUE DES NERVIENS (BUREAUX 00/09 ET 00/03) – 1040 BRUXELLES.
OPEN ON TUESDAYS AND THURSDAYS FROM 9.00 TO 15.00 – TELEPHONE: + 32 2 298 50 00.
WEBSITE : www.afiliatys.eu**

Read Commission en Direct online!



Since April 2017, the paper version of Commission en Direct has been replaced by an online version on the My Intracomm intranet.

In addition to the Commission's policy on environmental matters, this change has come about in the context of significant societal changes in terms of communication and information. The former monthly bulletin of Commission en Direct has therefore been replaced by an electronic version, supplied with different articles on a daily basis. It is dynamic, comprising topical issues, and includes sections such as 'Europe & Beyond', 'Photos & Videos' and 'Au quotidien'. A special section entitled 'Generations' is dedicated entirely to matters directly concerning former staff members (key events, reports, interviews, etc.).

i <https://myintracomm.ec.europa.eu/FR/Pages/welcome.aspx>

Information about Brexit



On 29 March 2017, the United Kingdom notified the European Council of its intention to leave the European Union, in accordance with Article 50 of the Treaty on the European Union. On 29 April 2017, the European Council adopted a set of political guidelines, which define the framework for the negotiations.

You will find all the information on Brexit on the Europa webpage dedicated to this subject.

i **WEBPAGE ON BREXIT** : <https://ec.europa.eu/commission/brexit-negotiations>

Bienvenue sur le site EU Bookshop



The **EU Bookshop** service, managed by the Publications Office, is a unique point of access to all the publications of the EU institutions and bodies, with over 120 000 titles dating back to 1952, in over 50 languages, including the 24 official languages of the EU. It is the only website that distributes digital and printed publications to citizens and information multipliers throughout the world.

The EU Bookshop website now offers a range of new user-friendly features. One new feature is the possibility to carry out a search in all content in all languages - not only publications of a general nature, but also the collection of legal documents. With the new full text search, you can explore the full content of a publication, thus improving the search results and the possibility of identifying relevant publications.

Other new features include an instant overview of key publications and quick and easy access to the HTML versions. A link between related publications allows you to immediately see whether there are other editions of the same title.

In addition to publications on the European Union treaties, Brexit, consumer rights or EU funding, you can also find certain magazines and periodicals, and a Kids' corner. This section uses a lighter approach to familiarise children with the values of Europe.

i **EU BOOKSHOP** : <https://bookshop.europa.eu/>