

WORLD HEALTH ORGANIZATION

Information Note : 36/ 2020

Subject: Amendments to the Staff Health Insurance Rules effective 1 January 2021

Distribution: All WHO, IARC, ICC and UNAIDS

Date: 21 December 2020

Purpose

The purpose of this Information Note is to inform all participants that the Staff Health Insurance (SHI) Rules will be amended as a result of the decisions made by the Director-General following the fifteenth, eighteenth and nineteenth meetings of the SHI Global Oversight Committee in June, October and December 2020. A summary description of these amendments effective 1 January 2021 can be found in the attached Annexes.

The amended SHI Rules, effective 1 January 2021, are available on [SHI Online](#).

We particularly draw your attention to new/amended SHI Rules:

Part B - Benefits – SHI Rules:

- B.150 – vaccines
- B.187 – vitamins and minerals
- B.188 – off-label use of medicines
- B.217 – wig
- B.225 – apnea machine
- B.228 and B.229 – medical appliances and accessories

Part C – Claims Procedures and Reimbursement

- C.6.1 (iv) – place of treatment
- C.11.1 – submission of claims in all countries except the USA

Part G – Governance and Rules of Procedure – New SHI Global Oversight Committee (SHI/GOC) composition and merging of the SHI Global Standing Committee (SHI/GSC) and Sub-Committee of the SHI/GSC for PAHO, with an updated composition of the SHI/GSC to include PAHO and a new rule to allow for decisions of the SHI/GOC to be made by email.

Part H – Appeals and General Provisions – Changes to SHI Rules H.7 and H.8 to explicitly address exclusion from SHI in the case of fraud committed or attempted by participating family members.

Participants are reminded that before seeking medical care, they should consult the SHI Rules and ascertain whether benefits are covered as the SHI benefits are subject to conditions, limitations and/or exclusions as contained in the SHI Rules. It is the responsibility of participants to inform themselves of the SHI Rules, including any amendments thereof.

If participants have any doubts with respect to reimbursable benefits, they should contact their SHI team (list of contacts can be found [here](#)).

For maximum reimbursement ceilings and/or requirements for prior approval, please refer to Part B (Benefits) and paragraph C.6 (Place of Treatment) of the SHI Rules. For examples of benefits limited to a maximum number of sessions, see paragraphs B.96 to B.109 and B.240 to B.241 of the SHI Rules. Also note that accommodation rates (including nursing care) during hospitalizations are limited to a maximum amount per day based on local prices (please check with your SHI regional team for the ceilings or look at SHI-Online).

La version française de cette note d'information sera publiée au plus tôt.

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