

World Health Organization COVID-19 Update

Staff Health Insurance (SHI): Information on benefits linked to Covid-19 and Contact

Information on SHI benefits linked to Covid-19 (on 2 December 2020)

- **PCR-SARS-CoV-2 tests:** PCR-SARS-CoV-2 tests are reimbursable at 80% under SHI Rule B.93. A prescription would normally be required; however, exceptionally, a reimbursement could be approved without a prescription on a case by case basis in order to ease access to emergency testing and/or access to dedicated National Covid-19 centres, and when performed for medical reasons. In cases where the cost of a PCR-SARS-CoV-2 test is clearly excessive, SHI Rule C.1 (excessive charges) will be applied. Please consult with SHI in case of doubt with regard to the cost of a PCR-SARS-CoV-2 test. Serology SARS-CoV-2 is not reimbursed by SHI. Participants are strongly encouraged to use free national or testing programmes where available.
Note: For Covid-19 tests required for statutory travel and duty travel, an Administrator message was published on 13 November 2020.
- **Antigen Rapid Detection Tests (Ag RDTs) for SARS-CoV-2** are reimbursable at 80% under SHI Rule B.93 upon a prescription, effective 27 November 2020.
- **Masks:** SHI does not reimburse masks of any type (e.g. N-95/FFP2, disposable medical/surgical, fabric etc.).
- **Isolation/quarantine centres:** Covid-19 patients are reimbursed under SHI Rule B.30.1-B.30.3 subject to the maximum regional daily rate, for hospitalization costs in hospitals or centers under medical supervision that have been converted for this purpose (e.g. hotels, gyms, schools, churches), when in need of medical care and subject to the submission of a medical report accompanied with positive PCR-SARS-CoV-2 results and/or chest imagery or other appropriate medical evidence of infection with the Covid-19 virus, justifying the need for medical care. Please provide the above-mentioned medical justification to the SHI Medical Adviser at shimedicaladviser@who.int, for review and prior approval by the SHI Officer on a case by case basis (in case of impossibility to request prior approval due to emergency, SHI must be notified of admission in the above referred hospitals or centers within two weeks thereof).
- **Telemedicine/medical teleconsultations:** specifically linked to suspected or confirmed cases of Covid-19 or for advice/prevention and all other telemedicine/medical teleconsultations which replace visits to health care providers will be exceptionally reimbursed at 80% by SHI.
 - Duration - From the beginning of the Covid-19 pandemic until further notice
 - Requirements for reimbursement of telemedicine - medical prescription or certificate with the proof of payment. No need for SHI Officer decision or Medical Adviser advice.
- **Oxygen Concentrator:** if this is needed at home, SHI reimburses it under SHI rule B.229 (prior approval / medical report will normally be required) and will not be reimbursed if there is no ill-health.
- **Self-Contained Respirator:** If an "hospitalization at home" (as per SHI rule B.70.7) implies a self-contained respirator - among other appliances and care -, SHI reimburses under SHI rule B.30.7 (prior approval / medical report will normally be required) and will not be reimbursed if no ill-health.
- **Hydroalcoholic gel:** SHI will not reimburse.
- **Thermometers:** Current policy of not reimbursing continues.

N.B.: Before seeking medical care, participants are encouraged to consult the SHI Rules and ascertain whether benefits are subject to conditions, limitations and/or exclusions. For maximum reimbursement ceilings and/or requirements for prior approval, please refer in particular 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 subject to maximum daily rates (please check with your SHI regional team) and that SHI Rule C.1 can be applied in case of excessive charges.

Important note to all former staff who do not use SHI-online for submission of claims

In light of the current situation with the COVID-19 outbreak, we strongly recommend that you submit your medical claims using the SHI Online portal, if at all possible, in lieu of submitting them in hard copy via SHI envelopes (form WHO 339). This will facilitate prompt and timely processing of your claims while ensuring your continued safety and health.

If you do not have access to SHI Online yet, please send a request by email to shi-online@who.int with your staff number to request an external account.

Do not hesitate to contact us if you have any technical issues on shi-online@who.int and we will be very happy to assist you.

Reminder of Services provided by SHI

The SHI Team remains fully operational and continues to provide the following services:

- Claims processing - received via SHI-Online for active staff and paper claims received from former Staff;
- Reimbursements - to all participants;
- Direct Payments - directly to Health Care Providers (HCPs);
- Letters of Guarantee - upon request from participants or HCPs issues letters of guarantee for hospitalizations and treatments;
- Queries - answers queries that you may have via email or telephone;
- Attestations - are generated by using SHI-online portal or can be requested via email/telephone;
- Extensions of SHI cover - processes requests for extensions;
- Affiliation questions - answers queries/makes calculations for: extension of Insurance, insurance when on LWOP, SHI Calculations for SMA, separation and After Service SHI (ASHI) for former Staff;
- UNJSFP deductions - continues to make deductions for former Staff contributions.

Please see below contact details and additional information:

General Enquiries and reimbursement

Mrs Julie PEREZ (*Health Insurance Claims Manager*)

Headquarters	shihq@who.int	+41 22 791 18 18 (option 2)
AFRO	afgoshi@who.int	+472 413 92 99
AMRO/PAHO	shi@paho.org	+1 202 974 37 51
EMRO	shi-emro@who.int	+202 227 650 00
EURO	eushi@who.int	+45 45 337 000
SEARO	seshi@who.int	+91 11 233 708 04
WPRO	wproshi@who.int	+632 528 80 01

Direct Payment / Hospitalization / Letters of Guarantee

Mrs Julie PEREZ (*Health Insurance Claims Manager*)

All Regional Offices	shidirectpayment@who.int	+41 22 791 18 18 (option 1)
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Technical issue with SHI-Online

Mr Edgardo GUTIERREZ (*Team Lead, Information Technology*)

All Regional Offices shi-online@who.int

Medical Reports / Medical Advice

Dr Eric REYMOND (*SHI Medical Adviser*)

All Regional Offices shimedicaladviser@who.int +41 22 791 54 39

Affiliations

Mr Sajjana SENANAYAKE (*Team Lead, Financial Management*)

All Regional Offices shi_affiliations@who.int +41 22 791 18 18 (option 2)

Emergency outside office hours **+0800 41 41 22 22 (toll free) / +41 22 819 97 00**

Other contacts

Head SHI	Mrs Samantha BELL-SHIERS	bellshierss@who.int
Compliance and Risk Management	Ms Peggy BRENET (<i>Compliance Officer</i>)	brenetp@who.int
Governance	Ms Laure KONIG (<i>Governance Officer</i>)	konigl@who.int

Please do not hesitate to contact your SHI team for any assistance.