

STAFF HEALTH INSURANCE

SHI ONLINE

**ONLY FOR SHI MEMBERS NOT ENROLLED
WITH AETNA/CVS**



OPS

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SHI-ONLINE: General Information

OPS/OMS

SHI-ONLINE



It is a self-service portal from the Staff Health Insurance that allows you to send and follow your health claims



Advantages



The portal will significantly reduce paperwork and facilitate the workflow as well as allow you to track your claims from submission to payment.



- Simplify the submission and expedite the processing of your medical claims.
- Optimize member access to information
- Emphasis on confidentiality
- Prevents the member from advancing their 20% when the are signifcant expenses

SHI On-line sends you email communications



You will receive 2 communications through your email:

- claim receipt
- payment process

Payment communication is issued 3 to 5 days before the date on which the payment will be effective.



First email = claim receipt




Merci,
L'équipe SHI
-

Estimado afiliado SHI,

Gracias por su envío!

Su pedido SHI Online para [REDACTED]; por GUA 701.18 con número de identificación: [REDACTED] ha sido recibido el 2/8/2019 9:01 PM y será procesado lo antes posible.

Todas las preguntas relativas a las solicitudes en línea deben enviarse a shi-online@who.int


Gracias,
Equipo SHI  Footer



Second email = payment process and reimbursement advise



You replied to this message on 17/10/2019 2:23 PM.

 20190215GTM_ [redacted] _RemAdvice.pdf
102 KB

 **hiisr@who.int**
Para: [redacted]@yahoo.com.mx

[redacted]

Payment of your recent claim for medical expenses will be made on: 15 February 2019

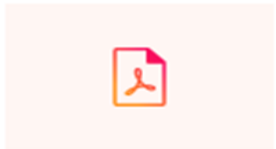
A copy of the Reimbursement Advice is attached.

PLEASE DO NOT REPLY TO THIS E-MAIL.

If you need to contact the Staff Health Insurance, please send an e-mail to fmr_fn_shi@paho.org or telephone (1) 202 974 3000

NB: Where a Reimbursement Advice indicates that further information is required, this must be provided within 3 months in order for reimbursement to be made.

WHO Staff Health Insurance



20190215GT... .pdf
97.9kB

Sample of Reimbursement Advice



REIMBURSEMENT ADVICE

15 February 2019

Paying Member Number : [REDACTED] PA

Date of Service		Type of Service	Healthcare Provider	Invoice		Catastrophic Para 202	Total Benefit GTQ	Notes
From	To			Curr	Amount			
30 Lidia 895945		<i>Latest Credits available:</i>		<i>Dental USD 6,000.00</i>		<i>Optical USD 1,000.00</i>		
12.01.19 - 12.01.19		Physicians	GTQ	100.00	80.00	20.00	100.00	
16.01.19 - 16.01.19		Medicaments	GTQ	334.74	267.79	66.95	334.74	
23.01.19 - 23.01.19		Medicaments	GTQ	64.00	51.20	12.80	64.00	
28.01.19 - 28.01.19		Medicaments	GTQ	202.44	161.95	40.49	202.44	
						S/total	701.18	

Important!
Payment communication is issued 3 to 5 days before the date on which the payment will be effective.

Amount paid on 15 Feb 2019: PAHO GENERIC ACCOUNT FOR PAYMENT (INT20...

[Payment Reference : 28126]

GTQ [REDACTED] 701.18

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SHI ONLINE INCLUDES:



History of Medical Claims


Family Status






SHI Contacts

General Information


History of Medical Claims

















This page only shows the claims which have reached the status "Paid"


From 

To 


Drag a column header and drop it here to group by that column


Paying Member	Last Name	First Name	Claim ID	Direct Payment	Payment Date (dd/mm/yyyy)	Reimbursement Advice
S123831	Valenzuela	Matias	835239	N	07/08/2018	
S123831	Valenzuela	Liam	847413	N	21/09/2018	
S123831	Valenzuela	Liam	860390	N	19/10/2018	
S123831	Valenzuela	Sofia	860391	N	19/10/2018	







World Health Organization


Contact


Tutorial


Conventions


Information

OPS/OMS

SHI ONLINE INCLUDES:



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- Important messages about dependent coverage
- Optical and dental balances

SHI ONLINE
Staff Health Insurance

Credits Available as at Today

i Indicates that coverage will soon end **i** Indicates that insurance card will soon expire.

Drag a column header and drop it here to group by that column

Paying Member	Last Name	First Name	Birth Date (dd/mm/...)	Insured Type	Dental Credit (USD)	Optical Credit (USD)	Coverage End Date (dd/mm/yyyy)	Insurance Card Expiry Date (dd/mm/yyyy)
S123831	Valenzuela	Marvin	24/12/1986	Paying Member	5,250	317	31/12/2019	31/12/2019
S123831	Valenzuela	Liam	27/03/2014	Vol. Covered/Non-De...	5,250	875	31/12/2019	31/12/2019
S123831	Valenzuela	Matías	12/02/2018	Dependent child (0-2...	2,875	479	31/12/2019	31/12/2019

World Health Organization

Contact Tutorial Conventions Information

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SHI Contacts



Sede	Correo electrónico	Teléfono
(incl. IARC, ICC, ONUSIDA & UNITAID)	shihq@who.int	+41(0)22 791 18 18
Oficinas Regionales		
África	afrgoshi@who.int	+472 413 92 99
Américas	fmr_fn_shi@paho.org	+1 202 974 37 51
Mediterráneo Oriental	emrgobfu@who.int	+202 227 650 00
Europa	eushi@who.int	+45 45 337 000
Asia Sudoriental	seshi@who.int	+91 11 233 708 04
Pacífico Occidental	wprogscshi@who.int	+632 528 80 01

OPS/OMS

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General Information

General Information



The screenshot shows the SHI ONLINE Staff Health Insurance website. The header includes a home icon, language options (English, Français, Español), and a user profile dropdown (nieveso@paho.org). The main banner features the text 'SHI ONLINE Staff Health Insurance' and a background image of a water splash. Below the banner are four icons representing a document, a dollar sign, a clock, and a group of people. The main content area is titled 'NOVEDADES SHI' and contains a list of updates:

- SHI-Online ha sido lanzado con éxito en la Sede y la mayoría de las regiones durante 2017 (el lanzamiento AMRO/OPS está previsto en el 2018). SHI-Online está disponible para los funcionarios en actividad y ex funcionarios (sujeto a la creación de una cuenta ADS).
- Si encuentra dificultades para utilizar SHI-Online:
 - envíenos un correo electrónico a: shi-online@who.int indicando su número de asegurado
 - reserva una cita de 15 minutos con nuestro nuevo consultorio dedicado a SHI-Online.
- A continuación encontrará un enlace a la nota explicativa enviada a los miembros del personal en la Sede el 24 de noviembre de 2017, sobre las [Revisiones adoptadas por el Consejo Federal Suizo a la Ordenanza sobre el seguro de enfermedad en Suiza](#) (La versión en inglés está disponible en la página en inglés).
- Las modificaciones de los Estatutos del SHI con entrada en vigor el 1ro de enero de 2018 se pueden encontrar [aquí](#) con la Nota de Información correspondiente.

The footer includes the WHO logo and the text 'Organización Mundial de la Salud', along with navigation buttons for 'Contacto', 'Tutorial', and 'Información'.

What to do if I don't hav access to the Internet? If I don't have a computer?



You can send your claim using the new SHI envelope, it is the same process that has been used so far, but:

- There are no advances
- You must make one envelope per person, same currency and with a máximo of 5 invoices (medical or prescriptions)
- The Audit and reimbursement process will take longer than with the SHI Online system since the delivery period by diplomatic pouch (that is usually around 10-15 days) is added to the normal processing period

APPLY ONLY TO RETIREES