



Overview

This Job Aid will guide you step by step when creating an account to submit Health Insurance Claims through the SHI-ONLINE Portal for retired staff living outside the USA.

Creating an account to access the SHI-Online Portal

Step 1

1. Send an email to shi@paho.org informing the email address that you will use related to the SHI-ONLINE Portal.
2. The Health Insurance Staff will update your profile in the system and notify WHO.
3. Within 48-72 hours you will receive a link from WHO with instructions on how to open your account

Step 2

1. After completing Step 1, you are ready to start submitting your claims.