



### SHIF Online is already a success!

Since 13 May 2019, all ILO staff insured with the SHIF can submit their claims via the secure electronic platform SHIF Online, and by the end of the year retirees will also have access to it. In less than two weeks, more than 900 claims have already been submitted via SHIF Online and over 1,200 insured members (more than a third of members with access) have visited the site.

SHIF Online is without a doubt the biggest change the SHIF has seen in years. At the dawn of its centenary, it allows SHIF to modernize and offer a service long awaited by its members. The electronic platform, accessible at [www.shifonline.ilo.org](http://www.shifonline.ilo.org), allows you to quickly and confidentially submit claims from anywhere (including with your smartphone) in English, French or Spanish. SHIF online also allows you to track the status of claims, consult your optical and dental credits, and your claims and invoices submitted within the past 10 years.

The year 2018 was once again a record year for the number of settled claims (43,880, +1.5%) and invoices (152,847, +1%). The reimbursement times were maintained, but in view of the increasing volume, the average processing turnover time increased from 17 days in 2017 to 22 days in 2018. In response to this, SHIF has already processed more than 20,000 claims during the first five months of 2019 (+10% compared to the same period in 2018) and the average turnover time has again fallen below 15 days since April 2019.

The priorities for the remainder of 2019, apart from consolidating SHIF Online's promising roll-out, are



to improve access to healthcare providers for SHIF insured members (especially in the field), and we hope to make significant progress on this subject by the end of the year. I went to Abidjan at the end of April to meet with insured members and address their questions. I also met with several local healthcare providers with which we expect to sign agreements shortly. This mission was organized with the support of the Regional Office and the Staff Union. More details on SHIF's work priorities for 2019 are presented in the Management Committee's corner.

Florian Léger  
Executive Secretary  
23 May 2019

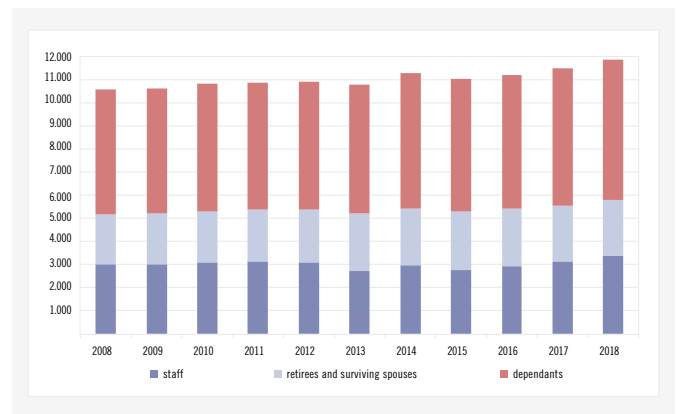
## MANAGEMENT COMMITTEE'S CORNER

At its first meeting of the year, the Management Committee adopted a clear Workplan for the SHIF Secretariat for 2019. It focuses on four areas. The level of service is the first area of work and includes the implementation of SHIF Online, the specific needs of insured members in the field, communication, and key performance indicators. Governance and accountability is the second area which includes the preparation of the annual report, the implementation of internal and exter-

nal auditor recommendations, the finalization of Standard Operating Procedures and the preparation of Management Committee and Standing Subcommittee meetings. The third area concerns SHIF's financial sustainability and is mainly based on a new actuarial analysis. Finally, inter-agency activities constitute the fourth area which include joint activities to negotiate agreements with healthcare providers, staff training initiatives, IT developments and fraud detection.

## THE NUMBER OF INSURED PERSONS REACHES ITS HIGHEST LEVEL

This is something that SHIF insured members may not be aware of. The number of insured persons increases every year and for the first time (if we set aside the period during which ITU was part of SHIF) the total number of insured persons has just reached 12,000. This number breaks down into approximately 3,500 active staff and 2,400 retirees (or surviving spouses of retirees), i.e. approximately 5,900 contributing members and 6,100 insured spouses and children (either automatically or voluntarily covered). The average age of SHIF insured members is currently 43 years.



## FINANCIAL SITUATION OF THE SHIF AS AT 31/12/2018

The year 2018 ended with a nearly perfect balance between SHIF' expenditures and contributions, each just over USD 48 million.

As regards contributions, those paid by active staff remained at the same level as in 2017, with the slight increase in the number of insured persons being offset by the lower contribution income generated by the decrease in salaries following the revision of the Geneva post adjustment, while contributions paid by retirees increased slightly, in line with the increase in the number of retirees. In total, contributions rose by USD 470,000, from USD 47.7 million in 2017 to USD 48.2 million in 2018.

At the same time, total benefits paid fell slightly from USD 48.4 million in 2017 to USD 48.1 million in

2018, resulting in a technical surplus of USD 85,000. Almost two-thirds of these expenses are related to healthcare in Switzerland (and 10% in France).

The Guarantee Fund decreased from USD 64.2 million in 2017 to USD 56.3 million in 2018 as a result of the arbitration which followed ITU's withdrawal from the SHIF. The current Guarantee Fund represents 14 months of benefits and remains within the limits set by article 3.8 of the SHIF Regulations. The Financial Statements will be attached to the 2018 SHIF Annual Report, currently being prepared. The financial situation of the SHIF and the level of its Guarantee Fund will be subject to a new actuarial analysis, as provided for in the SHIF Regulations.

## GENERAL MEETING OF 13 DECEMBER 2018

You will find the Powerpoint presentation and the video (in three languages) of the Annual General Meeting of 13 December 2018 on:

[www.ilo.org/shif](http://www.ilo.org/shif)

