



▶ General Meeting of SHIF insured persons

Florian Léger, SHIF Executive Secretary

Date: Tuesday / 08 / December / 2020



► Presentation structure

SHIF at a glance

Update from the Secretariat

SHIF Online

Network of healthcare providers

Satisfaction Survey

Financial situation

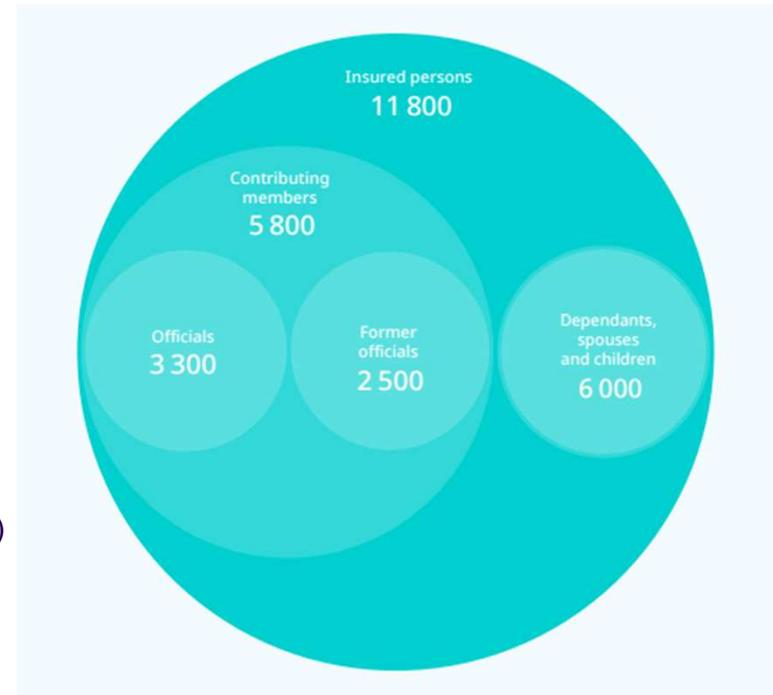
SHIF at a glance

- ▶ USD 48 million benefits paid each year
- ▶ 50'000 claims from more than 150 countries
- ▶ Representing more than 160'000 invoices
- ▶ Average turn over time of claim settlement:
22 days in 2018, 18 in 2019 (13 in 2020 as of 31/08/2020)
- ▶ 12 Staff

Distribution by benefits by country of payment:



Sources: ILO CAPS 2019





► Update from the Secretariat

Update from the Secretariat

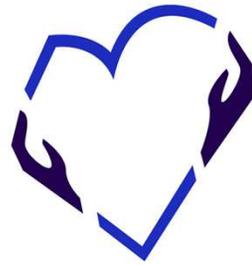
A busy year

- ▶ Launch of SHIF Online for retirees
- ▶ Elections to the SHIF Management Committee
- ▶ Network of healthcare providers
- ▶ Continued IT developments
- ▶ Servicing the Management Committee

Impact of COVID-19

- ▶ The SHIF Secretariat works remotely almost as if in the office
- ▶ Many questions and queries

Advancing social justice, promoting decent work



▶ A committed, motivated and optimistic team for a sound and united Fund that is supported by its members.



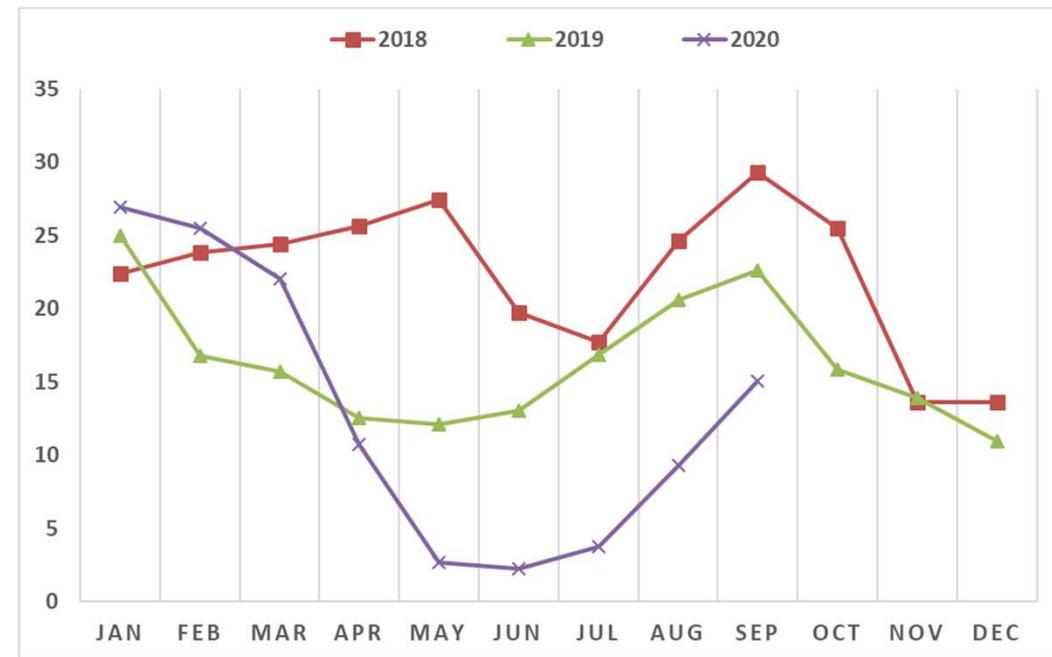
How long does it take to process your claims ? Average Turn over Time

Has continued to improve

- ▶ 2018: 22 days
- ▶ 2019: 16 day
- ▶ 2020 (Q1 to Q3): 13 days

But important variations over the year

- ▶ Beginning of the year always difficult due to end of year break and sharp increase in claims received
- ▶ Summer also difficult due to leave
- ▶ Success of SHIF Online





▶ SHIF Online

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SHIF Online

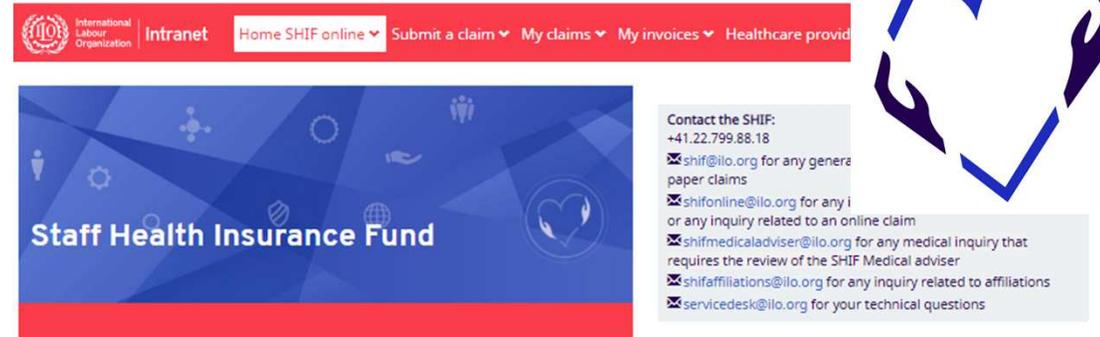
Launched on 13 May 2019 for staff

- ▶ Almost 16'000 claims submitted in 2019
- ▶ More than 25'000 claims submitted during the first three quarters of 2020

Roll out for retirees and survivors between June and August 2020

- ▶ More than 700 registrations

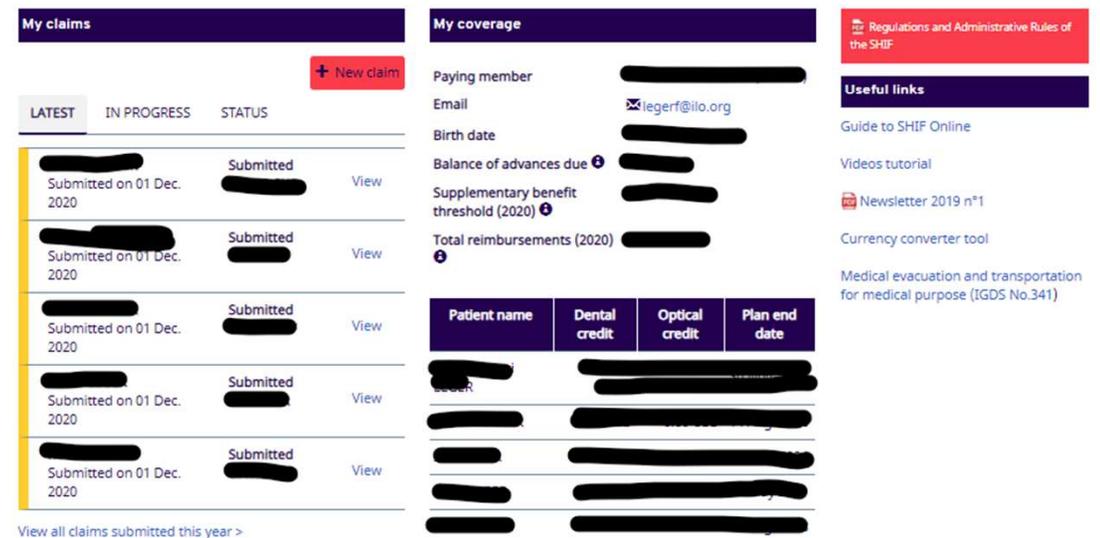
Enhancements in 2021



Intranet Home SHIF online Submit a claim My claims My invoices Healthcare provider

Staff Health Insurance Fund

Contact the SHIF:
+41.22.799.88.18
✉ shif@ilo.org for any general paper claims
✉ shifonline@ilo.org for any inquiry or any inquiry related to an online claim
✉ shifmedicaladviser@ilo.org for any medical inquiry that requires the review of the SHIF Medical adviser
✉ shifaffiliations@ilo.org for any inquiry related to affiliations
✉ servicedesk@ilo.org for your technical questions



My claims + New claim

LATEST	IN PROGRESS	STATUS	
Submitted on 01 Dec. 2020		Submitted	View
Submitted on 01 Dec. 2020		Submitted	View
Submitted on 01 Dec. 2020		Submitted	View
Submitted on 01 Dec. 2020		Submitted	View
Submitted on 01 Dec. 2020		Submitted	View

[View all claims submitted this year >](#)

My coverage

Paying member: [Redacted]
 Email: legerf@ilo.org
 Birth date: [Redacted]
 Balance of advances due: [Redacted]
 Supplementary benefit threshold (2020): [Redacted]
 Total reimbursements (2020): [Redacted]

Patient name	Dental credit	Optical credit	Plan end date
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Regulations and Administrative Rules of the SHIF](#)

Useful links

- [Guide to SHIF Online](#)
- [Videos tutorial](#)
- [Newsletter 2019 n°1](#)
- [Currency converter tool](#)
- [Medical evacuation and transportation for medical purpose \(IGDS No.341\)](#)

According to Article 2.13 of the SHIF Administrative Rules, the exchange rate of reference from 1 January 2009 is CHF1.30 to US\$1.00. As a result, credits may fluctuate.



▶ SHIF network of healthcare providers

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SHIF network of healthcare providers

Launched on 11 November 2020

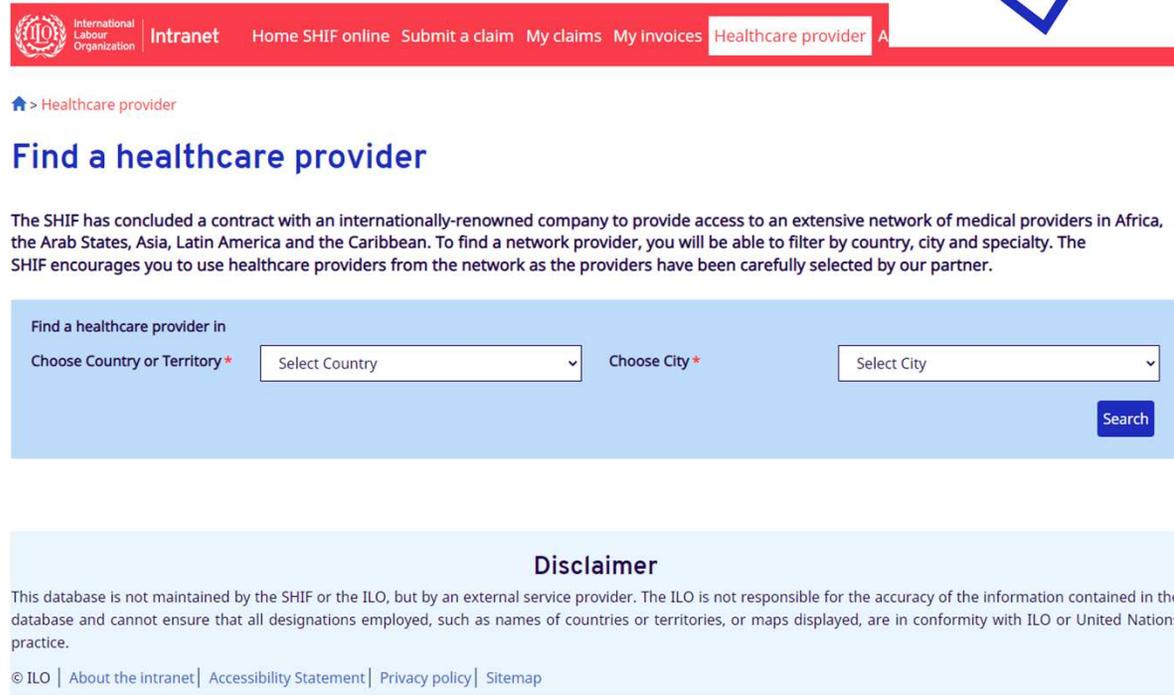
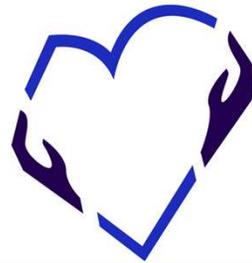
- ▶ Accessible from SHIF Online
- ▶ Filter by country and city
- ▶ Covers Africa, the Arab States, Asia, Latin America and the Caribbean.

Negotiated rates

Direct payment for inpatient treatments

- ▶ Contact the SHIF as soon as possible
- ▶ GOP will be placed with the provider

No impact on free choice of providers



The screenshot shows the 'Find a healthcare provider' page on the SHIF Intranet. The page has a red header with the ILO logo and navigation links: Home, SHIF online, Submit a claim, My claims, My invoices, and Healthcare provider. Below the header is a breadcrumb trail: Home > Healthcare provider. The main heading is 'Find a healthcare provider'. A paragraph explains that the SHIF has contracted an international company to provide access to a network of medical providers in Africa, the Arab States, Asia, Latin America, and the Caribbean. It notes that users can filter by country, city, and specialty, and encourages using network providers. Below this is a search form with two dropdown menus: 'Choose Country or Territory*' (with 'Select Country' as the placeholder) and 'Choose City*' (with 'Select City' as the placeholder). A blue 'Search' button is located to the right of the second dropdown. At the bottom of the page, there is a 'Disclaimer' section stating that the database is not maintained by the SHIF or the ILO, but by an external service provider, and that the ILO is not responsible for the accuracy of the information. A footer contains copyright information and links to 'About the intranet', 'Accessibility Statement', 'Privacy policy', and 'Sitemap'.



► Satisfaction Survey

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First ever SHIF Satisfaction Survey

Survey

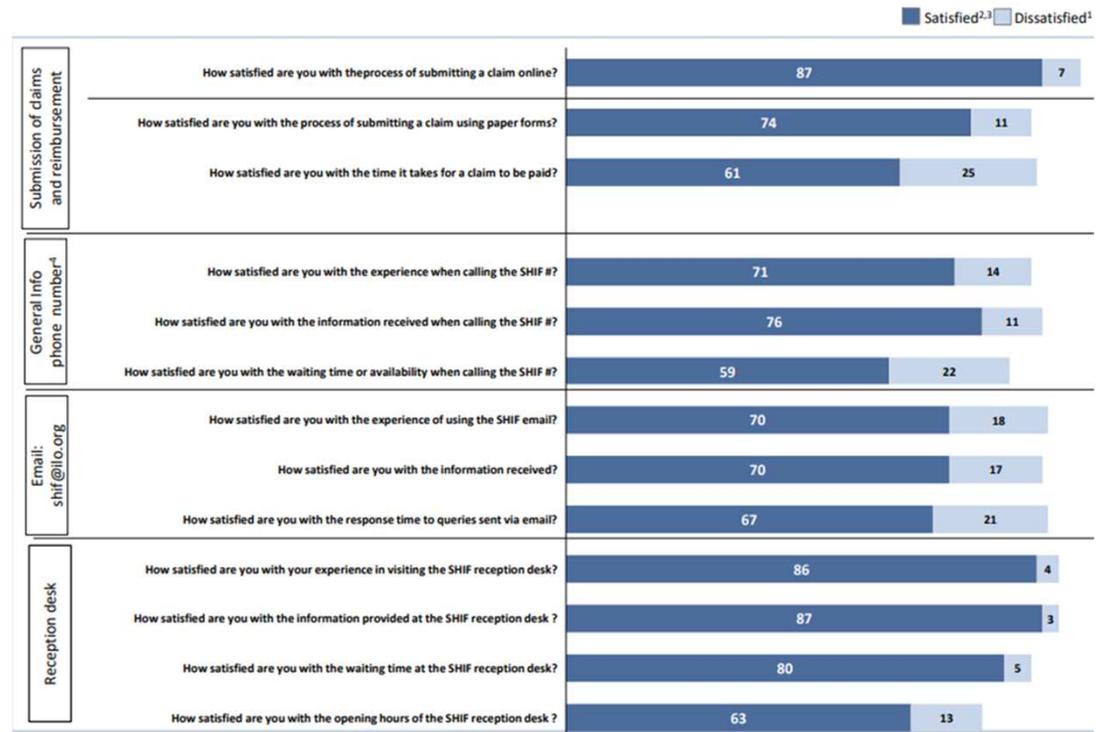
- ▶ Undertaken in September/October 2019 with the support of the BIU
- ▶ 1786 responses received
- ▶ More than 1600 comments

Globally positive answers

- ▶ Between 59% and 87% satisfied
- ▶ Highest satisfaction rates for the SHIF reception and SHIF Online

Areas to improve identified

Advancing social justice, promoting decent work



SOURCE: SHIF Survey 1 – “Dissatisfied” includes “very dissatisfied” and “somewhat dissatisfied” categories. 2- “Satisfied” includes “very satisfied” and “somewhat satisfied”
3- Neutral responses are not presented 4 – SHIF number +41 22 799 8818



► Financial situation



Contributions have been higher than expenditure in the last 3 year

Contributions reach USD 50 million

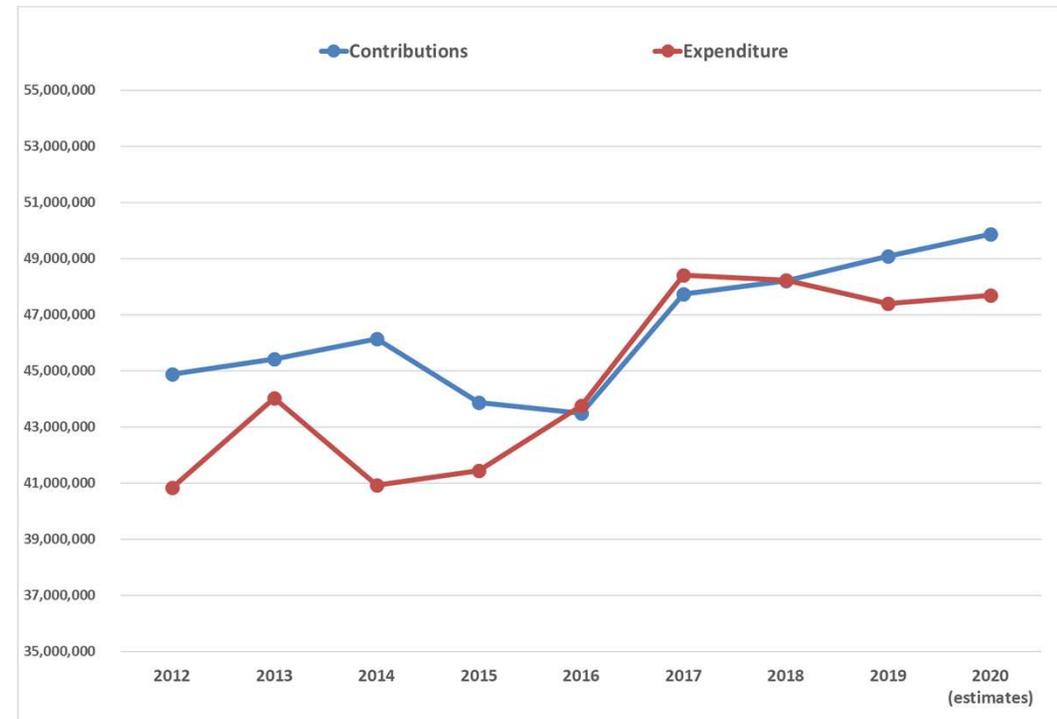
- ▶ Contribution rates increased in 2017
- ▶ Increase since 2018 mainly due to the increase of the number of paying members

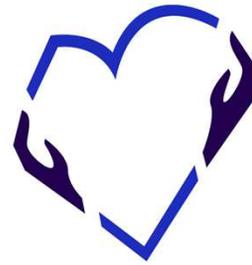
Expenditure contained

- ▶ Small decrease in expenditure since an important increase in 2017
- ▶ Volatility of medical inflation due to the size of the Fund

Impact of 2018 amendments

Impact of COVID-19?





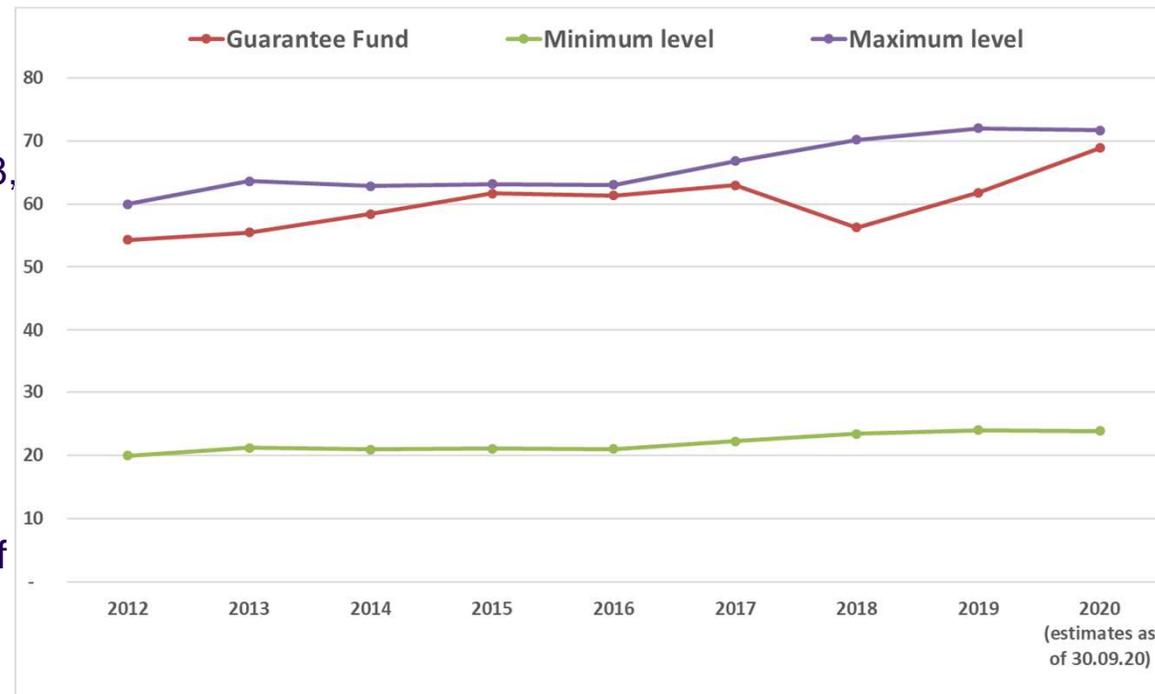
▶ A guarantee Fund very closed to its statutory maximum

Highest level ever (almost USD 70 million)

- ▶ Good performance of the investments
- ▶ Positive impact of the technical results of 2018, 2019 and 2020
- ▶ Impact of the amount transferred to the ITU in 2018 offset by the good results

But

- ▶ Uncertainty about the impact of currency fluctuations
- ▶ Statutory maximum is only about 18 months of expenditure





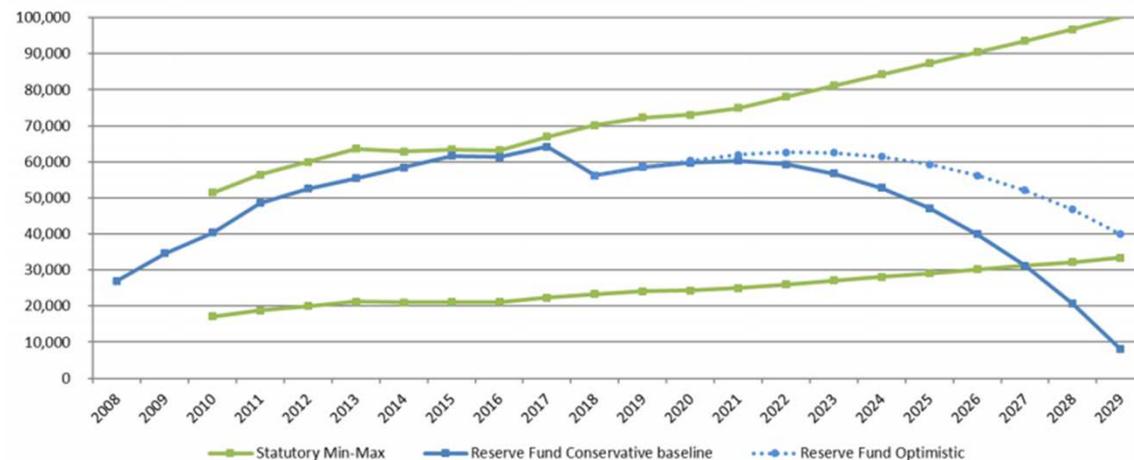
Actuarial Study for the Period 2019-2029

Two scenarios (baseline and optimistic)

- ▶ Increase of contributions may be necessary in the future
- ▶ The earlier the increase the smaller it will be

Management Committee has established a Working Group that will make proposals in 2021

Development of ILO Guarantee Fund for periods 2008 through 2029





▶ **THANK YOU**

www.ilo.org/shif
shifonline.ilo.org