

CH&S Bull'

BULLETIN OF THE CERN HEALTH INSURANCE SCHEME

N° 49 - APRIL 2022



SHIPID

Insurance statement



INFORMATION

Approved Health care providers 2022



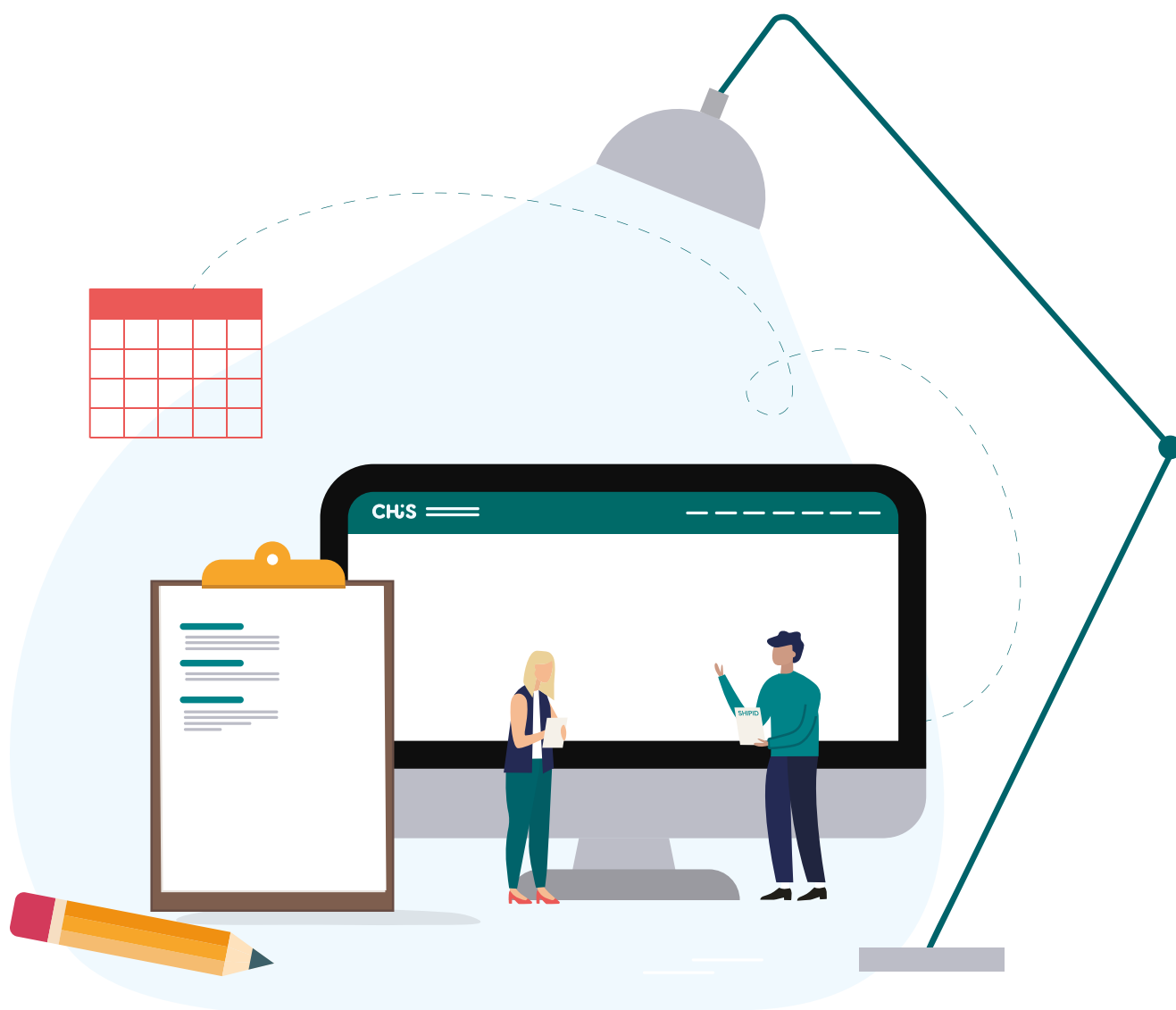
UNIQA MESSAGE

UNIQA message



INFORMATION

New form available!





EDITORIAL

Spring is here again! Not only is summer just around the corner, but the COVID situation finally seems to be getting much better. At the time of writing, the health authorities of CERN's two Host States have put measures in place designed to bring us gradually back to normal, even if we will have to continue to live with the virus and act responsibly.

This issue contains information on various subjects, which we hope you will find helpful.

Do you know in which circumstances a prior agreement from UNIQA is required? We provide all the details on the following pages, including information on the new request form that's now available.

You will also find details of the composition of the CHIS Board for 2022, which remains unchanged. I should like to take this opportunity to thank all the CHIS Board members for their commitment to the CHIS and their work on its behalf.

This issue also contains a useful section on the "SHIPID", the "Spouse Health Insurance and Professional Income Declaration" form, explaining who needs to complete it, why, when and how.

In our "Word from UNIQA" section, you can read about the results of the customer satisfaction survey concerning the myUNIQA.ch platform (which got an enthusiastic seal of approval – no surprises there), as well as the changes at CERN's UNIQA helpdesk following Monique's retirement.

Who among us did not have the pleasure of meeting Monique during her 14 years at the helpdesk? She always greeted us with kindness and a warm smile, finding a solution to our problems, no matter how big or small. We wish her a very happy retirement!

I hope that you will enjoy the warm days ahead and, above all, stay healthy!

Happy reading,

CARMELO SAIITA

Strategic Adviser to the Director-General on health insurance matters
Chair of the CHIS Board

CHIS BOARD MEMBERS 2022

CHIS BOARD MEMBERS 2022
The CERN Health Insurance Scheme Board (CHIS Board) is a sub-group of the Standing Concertation Committee (SCC) responsible for the preparatory work preceding concertation at the SCC on proposals for adjustments to the CERN Health Insurance Scheme (CHIS) submitted to the Board by the Strategic Advisor. The Board is also kept regularly informed about the Scheme's operations.

Some of the members of the CHIS Board are appointed by the Management and others by the Staff Association and the CERN Pensioners' Association (GAC).

STRATEGIC ADVISOR AND CHAIR CARMELO SAIITA (FAP)

MEMBERS APPOINTED BY THE MANAGEMENT

Sandrine Baudat (HR – CHIS Manager), Clara Gaspar (EP), Peter Jurcso (EN), Daniela Macina (EP)

MEMBERS APPOINTED BY THE STAFF ASSOCIATION AND THE CERN PENSIONERS' ASSOCIATION

Sébastien Evrard (EN), David Jacobs (GAC), Joël Lahaye (EN), Morna Robillard (GAC)

STANDING INVITATIONS TO ATTEND

Roberto Buquicchio (legal advice), Walid Fadel (medical advice), Raphaël Otzenberger (Medical Service).

SECRETARY

Sophie Wanert-Calaga (HR)



SPOUSE HEALTH INSURANCE AND PROFESSIONAL INCOME DECLARATION – SHIPID

If you are a staff member or fellow and have a spouse or registered partner, you have received a request to complete a SHIPID this year. This request has been sent to all members of the personnel who completed such a declaration a year or more ago, to ensure that the information concerning their spouse is up to date.

WHY MUST YOU COMPLETE A SHIPID?

As you know, the CHIS, CERN's health insurance scheme, is a mutual system based on solidarity between members, which receives contributions from both the Organization and the insured individuals. Main Members contribute according to their income and use the Scheme according to their requirements. The same is true for spouses who are in receipt of an income or retirement pension deriving from a professional activity, and a contribution may therefore be due. The SHIPID determines whether a contribution is due and, if so, the amount payable.

IN WHAT CIRCUMSTANCES IS A CONTRIBUTION DUE?

If your spouse is in receipt of an income or a retirement pension and does not have a primary health insurance¹ provider other than the CHIS, a supplementary contribution based on their gross monthly income is required. Your spouse thus benefits from the CHIS as their primary health insurance.

NB: If your spouse does have a primary health insurance provider other than the CHIS, you must declare this. No contribution is required and your spouse benefits from the CHIS as their supplementary² insurance provider.

WHEN MUST YOU COMPLETE A SHIPID?

Your first SHIPID must be completed within the thirty days after you take up your functions as a staff member or fellow (if you have a spouse) or within thirty days of your marriage or conclusion of a partnership. Don't forget to declare any change in your spouse's situation, i.e. a change in country of residence, a change in income (resulting in a change in contribution), or the start or cessation of a professional activity.

It is your responsibility, as CHIS Members, to keep the information concerning your spouse's situation up to date by completing a declaration: as the CHIS is a self-financing system, each and every member is called upon to participate actively in maintaining its financial balance.

Finally, you must complete a SHIPID whenever the Scheme requests that you do so, as it did in 2021, even if your spouse's situation has not changed: you can simply state that this is the case. It takes only a few minutes and enables the Scheme to confirm that its information is up to date. From now on, thanks to a new reminder system, the Main Members concerned will receive a message every year inviting them to complete a SHIPID. Don't forget that regularly updating this information will help you avoid having to correct major financial errors in the future!

So don't delay – complete the form as soon as you need to! Active members can find the form in EDH³. Retirees, who will not receive the annual reminder, can contact the Pension Fund's Benefits service to update their situation⁴.

¹Primary health insurance provided by either: a) the national system of a Member State of the Organization, such as LAMal insurance in Switzerland, the French social security system or the NHS in the United Kingdom, membership of which is often obligatory for workers from these countries, or b) an international organisation based in Switzerland.

²Supplementary insurance: where medical expenses have been partly paid or reimbursed by another insurance scheme, the spouse may submit a reimbursement claim to the CHIS for the amount remaining at the spouse's expense, if these medical costs are part of the CHIS benefits.

³<https://edh.cern.ch/Document/Personnel/SHIPID>

⁴The SHIPID 500 form (updated) for retirees is also available on the Pension Fund's website.

APPROVED HEALTH CARE PROVIDERS 2022

IN SWITZERLAND

NAME OF THE HEALTH-CARE PROVIDERS	WEBSITE	LOCATION	ACTIVITY AREA
Public - All public hospitals are approved. The list below is not exhaustive and lists only public hospitals in the local area.			
HUG - Hôpitaux Universitaires de Genève	hug-ge.ch	Genève - GE	All
CHUV - Centre Hospitalier Universitaire Vaudois	chuv.ch	Lausanne - VD Prangins - VD Prilly - VD Yverdon-les-bains - VD	All
Hôpital ophtalmique Jules-Gonin (CHUV)	ophtalmique.ch	Lausanne - VD	All ophthalmologic care, including emergencies - Refractive surgery
Private - This list is exhaustive i.e. only the private hospitals listed below are approved.			
Clinique la Colline	lacolline.ch	Genève - GE	Surgery - Dermatology - Gastroenterology - Gynaecology - Orthopaedics - Urology - Psychiatry
Clinique Générale-Beaulieu	beaulieu.ch	Champel - GE	General medicine - Surgery - Maternity
Clinique du Grand Salève	grand-saleve.ch/	Veyrier - GE	Psychiatry - Rehabilitation and oncology
Clinique des Grangettes	grangettes.ch	Chêne-Bougeries - GE	General medicine - Surgery - Maternity
Clinique de JOLI-MONT (HUG)	hug-ge.ch/joli-mont	Genève - GE	Convalescence - Medical or surgical treatment follow-up
Clinique de Maisonneuve	clinique-maisonneuve.ch	Châtellaine - GE	Rehabilitation - Treatment follow-up
Clinique de la PLAINE	laplaine.ch/	Genève - GE	Hospitalisation - Outpatient care
Hôpital de LA TOUR	la-tour.ch	Meyrin - GE Carouge - GE	General medicine - Surgery - Maternity - Gynaecology - Cardiology - Sports medicine
Clinique BOIS-BOUGY	bois-bougy.ch	Nyon - VD	Functional rehabilitation - Convalescence - Geriatrics
Clinique LA LIGNIERE	la-ligniere.ch	Gland - VD	Cardiovascular rehabilitation - Functional rehabilitation - Psychiatry - Internal medicine
Clinique LA METAIRIE	lametairie.ch	Nyon - VD	Psychiatry - Psychotherapy - Addictions
Clinique Genevoise de Montana (HUG)	cgm.ch	Crans-Montana - VS	Convalescence - Medical or surgical treatment follow-up - Rehabilitation
Genolier Swiss Medical Network (GSMN)	genolier.net	Genolier, Fribourg, Neuchâtel, Sion et autres	Various, depending on the clinic or hospital concerned

Preferred outpatient care providers

SITEX	sitexsa.ch	Plan Les Ouates - Lausanne	Nursing services at home Hospitalisation at home
PRETISERVICES	presti-services.ch	Vessy	Healthcare dispensed at home
Fondation Vaudoise pour le Dépistage du Cancer du Sein	swisscancerscreening.ch	Lausanne - VD	Breast cancer screening
Fondation Genevoise pour le Dépistage du Cancer du Sein	swisscancerscreening.ch	Genève - GE	Breast cancer screening

NAME OF THE HEALTH-CARE PROVIDERS	WEBSITE	LOCATION	ACTIVITY AREA
Fondation Genevoise pour le Dépistage du Cancer	swisscancerscreening.ch	Genève – GE	Colorectal cancer screening
Centre Médical Magellan	www.magellan.ch	Genève – GE Vaud	Multidisciplinary medical practices
Pure Clinic Centre médical et dentaire	pureclinic.ch/	Versoir Martigny Elsewhere	Multidisciplinary medical practices
VD Vision future Suisse	visionfuturesuisse.ch	Nyon – VD	Ophthalmological consultations Outpatient eye surgery

IN FRANCE

NAME OF THE HEALTH-CARE PROVIDERS	WEBSITE	LOCATION	ACTIVITY AREA
Centre Hospitalier Alpes-Léman (CHAL)	ch-alpes-leman.fr	Contamine sur ARVE	General medicine – Surgery – Intensive Care – Maternity and pediatrics
Centre Hospitalier Annecy Genevois (CHANGE)	ch-annecygenevois.fr	Annecy – Saint-Julien en Genevois	General medicine – Surgery – Intensive Care – Maternity and pediatrics – Psychiatry – Hospitalisation at home
Hôpitaux du Léman (Georges Pianta)	hopitauxduleman.fr	Thonon Les Bains	General medicine – Surgery Geriatrics – Maternity and pediatrics – Psychiatry – Hospitalisation at home
Centre hospitalier de Bourg-en-Bresse	ch-bourg-en-bresse.fr	Bourg-en-Bresse	General medicine – Surgery – Oncology – Intensive Care – Maternity and pediatrics – Geriatrics
Centre hospitalier d'Hauteville	chph.org	Hauteville Lompnes	Rehabilitation – Convalescence – Geriatrics – Addictions
Centre hospitalier du Haut Bugey	ch-hautbugey.fr	Oyonnax	General medicine – Surgery – Maternity

Private – Most private hospitals are approved, as they have a tariff agreement with the national security scheme and applies similar tariffs to CHIS Members. The list below is therefore not exhaustive and lists only some agreed private hospitals in the local area.

Clinique Générale d'Annecy	clinique-generale.net	Annecy	General healthcare services – Surgery – Maternity and paediatrics – Oncology – Radiology
Clinique d'Argonay	generale-de-sante.fr	Pringy	Surgery – Medicine
Clinique des Vallées	inicea.fr	Ville-la-Grand	Psychiatry
Hôpital Privé Pays de Savoie	hopital-privé-pays-de-savoie	Annemasse	General healthcare services – Surgery – Intensive care – Maternity and paediatrics – Ophthalmology Gastroenterology
Clinique Dr. Convert	clinique-convert.fr	Bourg-en-Bresse	General healthcare services – Surgery

Other approved providers – CHIS Members benefit from a tariff agreement.

Le Clos Chevalier	lecloschevalier.com	Ornex	Residential care for the dependent, with an Alzheimer unit and short-stay unit
Pharmacie de la Poterie	pharmacie.delapoterie.epharmacie.pro/	Ferney-Voltaire	Pharmacy



RESULTS OF THE MYUNIQA.CH CUSTOMER SATISFACTION SURVEY

Many of you responded to our customer satisfaction survey about myUNIQA.ch in November 2021. We received 1,627 qualified responses from a mailing to 5,693 CHIS Members with a valid email address, a participation rate of 28%.

Thank you for having taken the time to complete the survey. Your feedback will be invaluable in helping us to expand the services available on myUNIQA.ch and make it more user-friendly. Here are the main highlights from the survey:

93% of those who responded to the survey have used myUNIQA.ch since its launch in 2020 and 80% of all claims are now received through this channel in 2021.

This percentage demonstrates how easy it is to submit claims online and the general quality of the services on offer, which were rated highly.

You told us that you appreciate how easy it is to submit medical bills at any time, securely, without having to take them to the postbox. The majority of you use the web browser version (93%), either out of preference or, in some cases, because you were unaware of the smartphone apps.

The survey revealed that myUNIQA.ch is used by all generations: the internet holds no secrets for you, as only 2% of respondents said that they didn't have internet access in 2021. Some people nevertheless prefer to send their paper bills by post and UNIQA guarantees that they will continue to be able to do so.

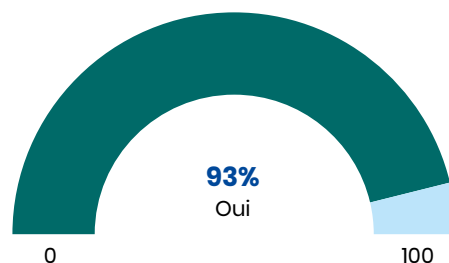
Many of you said that you would recommend myUNIQA.ch to other CHIS users, but are you familiar with all the online services available? You can download insurance certificates and check your ceilings for dental and optical/ophthalmological treatments, plus the app allows you to download your virtual CHIS insurance card, contact various UNIQA services and consult the list of approved healthcare providers in your area.

Your detailed responses will be used to improve our services, mainly as regards the clarity and ease of access to information and the apps' loading time. MyUNIQA.ch is designed to keep evolving and we will focus on improving these aspects in future versions.

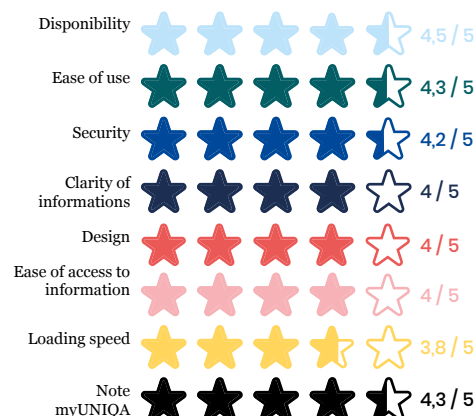
We encourage CHIS Members who are not yet familiar with myUNIQA.ch to check it out on our website www.uniqa.ch.



Do you use or have you used myUNIQA since its launch?



Rate myUNIQA on the aspects you have chosen.



Submit and follow your claims on the go, get myUNIQA.ch App!



THE WORD TO UNIQA

Changes at the UNIQA help desk on the CERN site as of April 2022: Farewell, Monique!

Monique, our wonderful colleague who worked at the helpdesk on the CERN site for 14 years and whom you all know and appreciate, took a well-earned retirement in March 2022.

Monique joined us in 2008 after a successful career as a flight attendant with a major Swiss airline. Throughout her career, she made human contact her priority. Everyone appreciated how welcoming and genuinely empathetic she was, and she always found a solution to people's problems, no matter how big or small.

Monique succeeded in gaining the recognition and appreciation of the CERN administration and CHIS Members alike. She was the smiling face of UNIQA at CERN and we never heard anything but praise for her competence and positive attitude.

She was also the point of contact between the CHIS Members and our team in Geneva, with whom she maintained constructive and cordial relations. She was appreciated by everyone at UNIQA, and we thank her warmly for her long and excellent service and wish her a long and happy retirement.

Our new colleague, Mathilde, will be taking over at the helpdesk from April 2022. We extend a warm welcome to her and wish her every satisfaction and success in serving the CHIS Members.

Your UNIQA GlobalCare team



Time flies. I leave with excellent memories of the people I have worked with throughout this period at CERN and wish everyone a peaceful future.

Monique Mayoraz



REQUESTS FOR PRIOR APPROVAL – NEW FORM AVAILABLE!

In accordance with the CHIS Rules, prior approval by the Third-Party Administrator is required for certain benefits¹. Previously, the only form available was [CHIS/F06](#), covering cures and convalescence stays. However, since the beginning of this year, form [CHIS/F07](#), which concerns requests for prior approval for medical transport (except emergency transport), the hire or purchase of auxiliary appliances, refractive surgery and infertility treatment, has been available on the CHIS website.

You must submit the request for prior approval to UNIQA at least 14 calendar days before the medical expenses are incurred (or 30 calendar days in the case of cures), in one of the following ways:

- online via the MyUNIQA.ch website or the mobile app
- by filling in form CHIS/F06 or CHIS/F07, as applicable, and sending it by post to UNIQA's offices

We also take this opportunity to remind you that, except in emergencies, a prior opinion is required for dental treatment, prostheses and orthodontics scheduled to cost more than 25% of the annual ceiling. Form [CHIS/F03](#) is available for this purpose on the CHIS website and must be completed by the dentist before being sent to UNIQA.

Expenses incurred without obtaining prior approval or a prior opinion are not reimbursed by the Scheme.

¹See article VI 3.01 of the CHIS Rules.



CONTACTS & USEFUL LINKS

<https://chis.cern/>

General information, procedures, forms, Rules and other official documents

[MyUNIQA.ch](#)

Your reimbursements, periodic statements, cards and insurance certificates

Office hours – UNIQA

CERN, Main Building (63/R-001)

Open: From Monday to Friday from 9 a.m. to 1 p.m., and also from 2 p.m. to 4 p.m. on Tuesdays and Thursdays.

26 avenue de la Praille, 1227 Carouge

Open: Monday to Friday from 8 a.m. to 12.30 p.m. and from 1.30 p.m. to 5 p.m.

Change of address for UNIQA since 1 May 2021:

26 avenue de la Praille

1227 Carouge – Switzerland

Blue envelopes bearing the old address in Eaux-Vives can still be used.

UNIQA is at your service if you require any more information

Tél. : +41 (0)22 718 63 00 ou 72730 from a CERN telephone

E-mail: uniqa@cern.ch

A «UNIQA» mailbox to deposit your reimbursement claims is available off-site, in the Building 33-Visitor's Reception

SHIPID SERVICE

Please address all questions concerning the Spouse Health Insurance and Professional Income Declaration (SHIPID) or your supplementary contributions to:

chis.shipid@cern.ch

IMPRINT

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