How to connect to SHI-Online

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In January of this year all retirees participating in the Staff Health Insurance (SHI) should have received the SHI Newsletter which contained much information on finances, forthcoming changes in the SHI rules and - most importantly – news on the new electronic self-service portal – “SHI-Online” for submitting claims.

SHI-Online offers participants the possibility of submitting claims, reviewing their status, including their payment status as well as claims history for themselves and their dependants. SHI-Online also includes other information such as FAQs, SHI Rules, SHI Newsletters, and Contacts etc. It was officially launched on 2nd February 2017

The SHI Newsletter has been carefully written and contains all the information needed to use the SHI-Online. However, perhaps because it was intended to be of help to all participants, active staff as well as retirees, it is not entirely clear to our retired colleagues how to use it.

While we are informed that several retirees have already started using SHI-Online for sending their claims, elected representatives of retirees as well as our association have been told of some users experiencing difficulties in creating their account.

This article is intended to summarize/clarify the procedure for accessing SHI-Online.

Several colleagues expressed concern that it will eventually become compulsory for retirees. The answer is an unconditional NOT SO. Retirees will always have the possibility to send their claims by postal mail or to deposit them at WHO HQ if they live nearby. However, using SHI-Online will represent a considerable advantage for many of our retired colleagues, particularly for those living in areas where postal mail is irregular.

A question received from participants who used to send their claims to Regional Offices: When will SHI-Online be available to them? By the time you will receive this issue of our Quarterly News (April 2017) SHI-Online will be available to all Regional Offices except PAHO/AMRO, which will be operational by the end of the year.

What equipment do you need to submit your claims on SHI-Online?

- A computer linked to internet and a scanner able to save the scans as PDF, JPG or BMP documents.
- An email address

Important note: For several years, retirees have been encouraged to provide their email addresses to SHI who could then send reimbursement advices by email. So far, about 40% of retired participants have done so. Only those retirees who have already provided their email addresses to SHI will be able to obtain an ADS account and to access the portal immediately. Those that haven’t yet done so will first need to advise SHI of their e-mail address (see below)

Please also note that once you start to submit claims online it is preferable that you continue to do so and do not switch back to manual submission by envelope.
So, in short:

- If you have previously given your email to SHI, you will be able to start the procedure below immediately. Please ensure that you use the same email which you are using to receive your reimbursement advices.
- If you have not done so but have an email address, please send it first to SHI (mentioning of course your name and SHI number) at shihq@who.int. We advise you to allow several working days for your e-mail address to be registered by SHI before proceeding to the next step.
- If you do not have an email address, you will obviously have to continue sending your claims as before, via the SHI envelopes.

The next step will be for you to obtain an “ADS” account. The procedure is as follows:

- Go to https://extranet.who.int/ads/adswebinterface/help.aspx (regrettfully in English only).
- Click on “Create Account” from among the choices on the left.
- Insert the same email address you had previously provided to SHI.
- Fill in the other information requested, including a username and a password (7-20 characters).
- Click on “send”.

Soon after, you will receive an email asking you to confirm the email address within 48 hours. You must do so to complete your registration.

Having thus registered, you can then access SHI-Online:

Go to http://shi-online.who.int. On the right of a beautiful picture of WHO Headquarters and blossoming cherry trees, click on ‘External partner (ADS)’ and type your email in the box ‘organizational account’, fill in your password, and click on ‘Sign in’.

You are now taken to the home page of SHI-Online. Click on the icon to fill in your claim according to instructions which are described in detail in the SHI-Online 8-step tutorial you received with the SHI Newsletter. This tutorial is also available at the foot of the SHI-Online page. If you find the tutorial is too small to read comfortably, you can access it at https://youtu.be/af2FZjRfcI8 where a full-screen option is available.

SHI-Online also allows you to request direct payments, to track your claims submitted online, to check previous claims paid and retrieve corresponding reimbursement advices, and to verify your family status (dental and optical credits as well as affiliation dates).

We thank Samantha Bell-Schiers, Laure Konig and Edgardo Gutierrez for their inputs in preparing this article. We do not pretend to have provided you with all answers and we will welcome receiving your views on using SHI-Online.

For all problems related to accessing SHI-Online, you may contact SHI at shi-online@who.int.

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