

STAFF HEALTH INSURANCE

SHI ONLINE

**ONLY FOR SHI MEMBERS NOT ENROLLED
WITH AETNA/CVS**



OPS

OPS/OMS



How to use SHI Online?

How to use SHI-Online



Security note:

Protect your username and password. Do not share them, since you are legally responsible for the claims submitted through your account and the reimbursements received.



How to use SHI Online?



To submit your claim you need a computer (laptop, iPad or equivalent) with internet access and a scanner or smartphone to capture documents or upload them as photos.

You should always upload supporting documents for medical expenses



Quick Guide



Justification Documents

Before making a claim online, the following documents must be prepared:

- Medical bills or pharmacy prescriptions,
- Proof of payment (if applicable),
- Doctor's order (laboratory, therapies, X-rays, etc.), if applicable.

Quick Guide



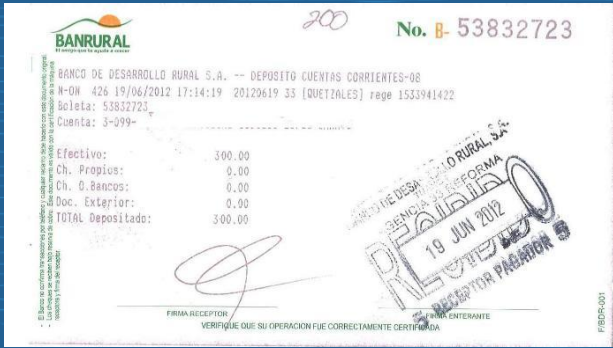
You must create an expense line for each bill/invoice or prescription

A maximum of 5 expense lines per claim.

- Each line must be accompanied by a PDF with supporting documents.

A prescription that has several pharmacy bills/invoices:

- Everything is included in a single expense line for each bill/invoice for medicines included in the same prescription (maximum of 3 bills/invoices per prescription)



OPS/OMS

Quick Guide



Create one (1) pdf per expense line/invoice

- Maximum 1 megabyte – including (in the following order):
 - Medical or pharmacy bill
 - Proof of payment (unless the bill/invoice already indicates that it was paid)
 - Doctor's orders (prescription, laboratory, X-rays, etc., if applicable)

Rx Hugo Z Hackenbush M.D.
18-3892 Main St.
Anytown, FL 60605

Name Tecnología habitual Date 03/06/2011
Address _____

toneladas de felicidad
1 cuarto y mitad de exito
1 libra de salud

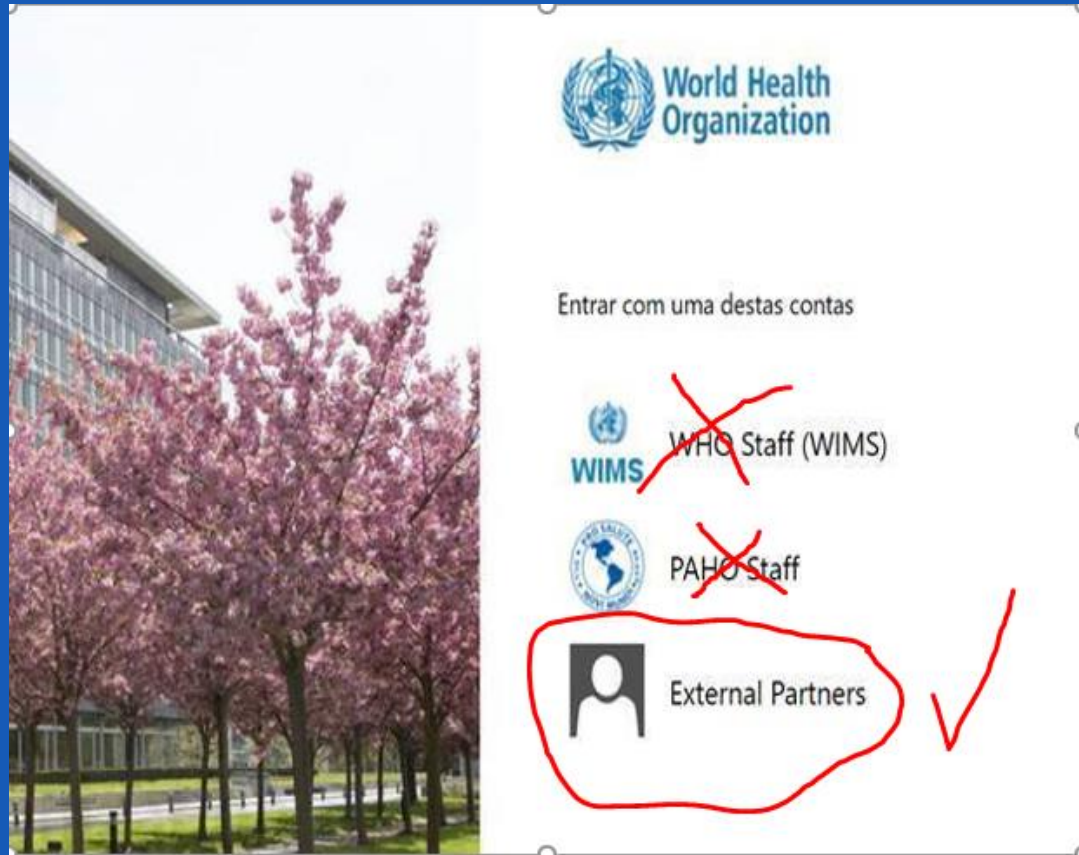
www.prescriptionmaker.com

Documents can be scanned or photographed with a smartphone. Make sure all documents are legible.



OPS

Quick Guide



- To make an online claim:
 - Go to the web address <http://shi-online.who.int> (your email and password are needed to access the web address)
 - Click on the option External Partners
- Important!
 - Claims must be submitted within 12 months from the date of invoice and you must retain the original documents for 5 years.
 - One currency per claim.
 - Maximum of 5 bills/invoices (expense lines) / receipts per claim.
 - Do not use special characters (&%, space) or accents to name PDF files

Quick Guide



Important!

- As of January 1st, 2020, cash payments are not allowed for invoices above US\$ 2000.00 – include proof of payment when submitting the invoice

The banner features a blue background with a large white arrow pointing right. On the left, there is a close-up image of water splashing. The text 'CLAIM FOR REIMBURSEMENT' is written in large, bold, white capital letters, underlined. Below the banner, there is a white box containing text about reimbursement limits.

For expenses already paid to be reimbursed by SHI. **For bills dated in 2019, the limit for cash payments was \$500; For bills dated in 2020, this limit increased to \$2,000**



8 Steps to submit your claims Online



1 SOLICITUD DE REEMBOLSO

Para gastos pagados a un proveedor de atención sanitaria

Número miembro cotizante

Apellido

Nombre

Region

Email

2 Nombre del paciente

Número de teléfono

En caso de accidente, hay un tercera responsable? **4**

Una sola moneda por reclamo
máx. 5 facturas/recibos **5** Moneda

Comprobante de Pago adjunto	Prescripción Adjunto	Informe Médico adjunto	Moneda	Importe de la factura adjunto
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="text"/>

+ Add New Invoice **6** Importe total de las facturas

Documento adjunto **7**

+ Add Attachment

Astucias para escáner

Comentarios

1. Choose claim form.

2. Choose patient name.

3. Enter your telephone number.

4. Choose response to accident question.

5. Choose only one currency.

8 Steps to submit your claims Online



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<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

+ Add New Invoice

6 Importe total de las facturas

Documento adjunto

7 + Add Attachment

Astucias para escáner

Comentarios

6. Enter the invoice amount

- Maximum 5 bills/invoices
 - If the prescription has several medications and they have been purchased in different pharmacies, a maximum of 3 invoices for that prescription should be considered as a single invoice - expense line
 - You should always include the prescription of the medications in each claim
 - Prescriptions are valid for 1 year
- Provide all supporting documents (check the appropriate boxes)

8 Steps to submit your claims Online



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+ Add New Invoice

6 Importe total de las facturas

Documento adjunto

7 + Add Attachment

Astucias para escáner

Comentarios

7. Upload the documents:

- Bill/invoice, proof of payment, prescription, etc.
- Upload scanned or photographed documents with your smartphone in PDF, JPEG, BMP or DOC format

8. Submit your claim

What happens after the claim is filed?



The claim is assigned to an auditor in WDC headquarters who:

- Verifies the claim has been submitted correctly:
 - Legible attachments
 - Maximum of 5 bills/invoices – expense lines per claim
 - One currency only
 - Attached information matches the patient



The claim is audited. It can be approved completely or partially. Once approved, it is processed for payment. You will receive a notification via email, indicating the amount you are paid and/or showing any rejections.

The complete process will take 7-10 working days and the payment is made as a direct deposit to your account.

What happens if the claim is rejected?



A claim can be rejected before being audited if:

- Attachments are not legible
- There are more than 5 bills/invoices
- It is not the same currency / not the same patient
- Attachment information does not match the patient



If the claim was rejected before being audited, the member will receive a notification, by email, stating the reason why it was rejected. In that case, the member must resubmit the complete claim, including all documents.

Examples of Rejections



STAFF HEALTH INSURANCE

REIMBURSEMENT ADVICE

05 July 2019

Paying Member Number : SXXXXX PA

Mr. XXXXXXXX

Guatemala City Guatemala
GUATEMALA

Date of Service		Type of Service	Healthcare Provider	Invoice		Catastrophic Para 202	Total Benefit GTQ	Notes
From	To			Curr	Amount			
		<i>Latest Credits available:</i>		<i>Dental USD 6,000.00</i>		<i>Optical USD 700.98</i>		
13.05.19 - 13.05.19		Physicians	GTQ	400.00	320.00	0.00	320.00	
03.06.19 - 03.06.19		Medicaments	GTQ	2,301.15	0.00	0.00	0.00	A,B
S/total							320.00	

Amount paid on 05 Jul 2019: PAHO GENERIC ACCOUNT FOR PAYMENT (INT20...
[Payment Reference : 28193]

GTQ 320.00

Requirements:

B. Please submit a new claim via SHI online, ensuring that all necessary documents are attached.

Note that the required information must be provided within 3 months in order for reimbursement to be made.

Notes:

A. This Service is not reimbursed. <Dos prescripciones del Dr. Juan Fernandedo Vasquez carecen del día de emision o fecha>

B - Requirements = submit a new claim through SHI Online, making sure that all necessary documents are attached.

A - Notes = this service is not refundable. Two prescriptions of Dr. Juan Fernando Vázquez lack the day of issue or date.

Important!

Please note that the required information must be provided within 3 months for the refund to be made.

Examples of Rejections



REIMBURSEMENT ADVICE

02 July 2019

Paying Member Number : [REDACTED] PA

Dr. [REDACTED]
[REDACTED]
PERU

Date of Service		Type of Service	Healthcare Provider	Invoice		Catastrophic Para 202	Total Benefit PEN	Notes
From	To			Curr Amount	Reimbursed			
[REDACTED]		<i>Latest Credits available:</i>		<i>Dental USD 6,000.00</i>		<i>Optical USD 9.44</i>		
24.06.19 - 24.06.19	24.06.19 - 24.06.19	Optical		PEN 3,050.00	2,440.00	0.00	2,440.00	
24.06.19 - 24.06.19	24.06.19 - 24.06.19	Medicaments		PEN 75.00	0.00	0.00	0.00	A
S/total							2,440.00	

Amount paid on 02 Jul 2019: PAHO GENERIC ACCOUNT FOR PAYMENT (INT20...

PEN 2,440.00

[Payment Reference : 28191]

Notes:

A. This Service is not reimbursed.<refresh tears no cubre el seguro de salud. No enviaron factura por pen200.00>

A - Notes = this service is not refundable. Refresh Tears are not covered by health insurance.



SHI Online Improvements



Deletion of claims online

Another improvement of SHI Online is the ability for users to cancel or delete their claims after filing, provided that the claims are still in the received claim status. You can find your claims in History and Online shipments and delete them from there.

