

# SHI ONLINE

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## Staff Health Insurance



Organização  
Pan-Americana  
da Saúde



Organização  
Mundial da Saúde

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ESCRITÓRIO REGIONAL PARA AS **Américas**

## Lançamento oficial em 2 de fevereiro de 2017

- ✓ Envio de CLAIMS
- ✓ Status de PAGAMENTO
- ✓ Pagamentos DIRETOS
- ✓ Histórico de SINISTROS
- ✓ CRÉDITOS odontológicos e ópticos
- ✓ FAQs
- ✓ Regras SHI
- ✓ Newsletters SHI
- ✓ Contatos

- ✓ **Praticidade**
- ✓ **Rapidez reembolso**
- ✓ **Otimização Correio**
- ✓ **Ecologicamente correto**
- ✓ **Acesso instantâneo às informações**

**Os aposentados sempre terão a possibilidade de enviar seus CLAIMS por “correio físico” ou “pouch”**

- ✓ **Computador com internet**
- ✓ **Scanner para digitalizar**
- ✓ **PDF, JPG ou BMP documentos**
- ✓ **endereço de e-mail**

- **ENVIAR** Mensagem para SHI ([shihq@who.int](mailto:shihq@who.int)) com nome e número SHI
- **OBTER** uma conta "ADS" – Administration Directory Service

**IMPORTANTE** - Usar o mesmo e-mail que você está usando para receber seus documentos de reembolso



The screenshot shows the WHO Application Directory Service (ADS) website. The top navigation bar includes the WHO logo and the text "World Health Organization" and "Application Directory Service". A sidebar on the left contains links for "Create Account", "Update Account", "Change Password", and "Help". The main content area is divided into sections: "ADS Overview", "Requesting an Account", and "Activating an Account".

**ADS Overview**  
The WHO Application Directory Service (ADS) makes it possible for you to use your single ADS account and password to sign in to any ADS-enabled web site or service.

**Requesting an Account**  
An ADS account can be created by registering through the [ADS Web Interface](#) or an ADS-participating site. An ADS-participating site may provide their own customized registration interface or redirect you to the ADS Web Interface.

ADS-participating sites may grant access based on the organization that you are a member of. Therefore it is important for you to register using the e-mail address provided to you by your organization unless you will be registering as a private individual.

You will be requested to fill in two fields which may be necessary to reset your password in the case that you have forgotten your ADS account password. The Password Question should be a question that will remind you of your Password Answer. The Password Answer may be requested in order to reset your ADS account password.

**Activating an Account**  
Once an ADS account request has been received and processed, you will receive a confirmation e-mail with a confirmation link. To activate the ADS account you must visit the confirmation link and verify your E-mail Address, User Name and Password. If you are unable to open the confirmation link from within your e-mail program, copy and paste the confirmation link into your web browser.

Please take note that an account request will be cancelled after 48 hours if it has not yet been activated. You can still request an ADS account afterwards by submitting a new request.

## ▪ ACESSAR

<https://extranet.who.int/ads/adswebinterface/help.aspx>

▪ CLICAR em "Criar conta" entre as opções à esquerda

World Health Organization

Application Directory Service

Create Account

Update Account

Change Password

Help

Please enter your e-mail address and click "Continue" to register an ADS account.

E-mail Address:

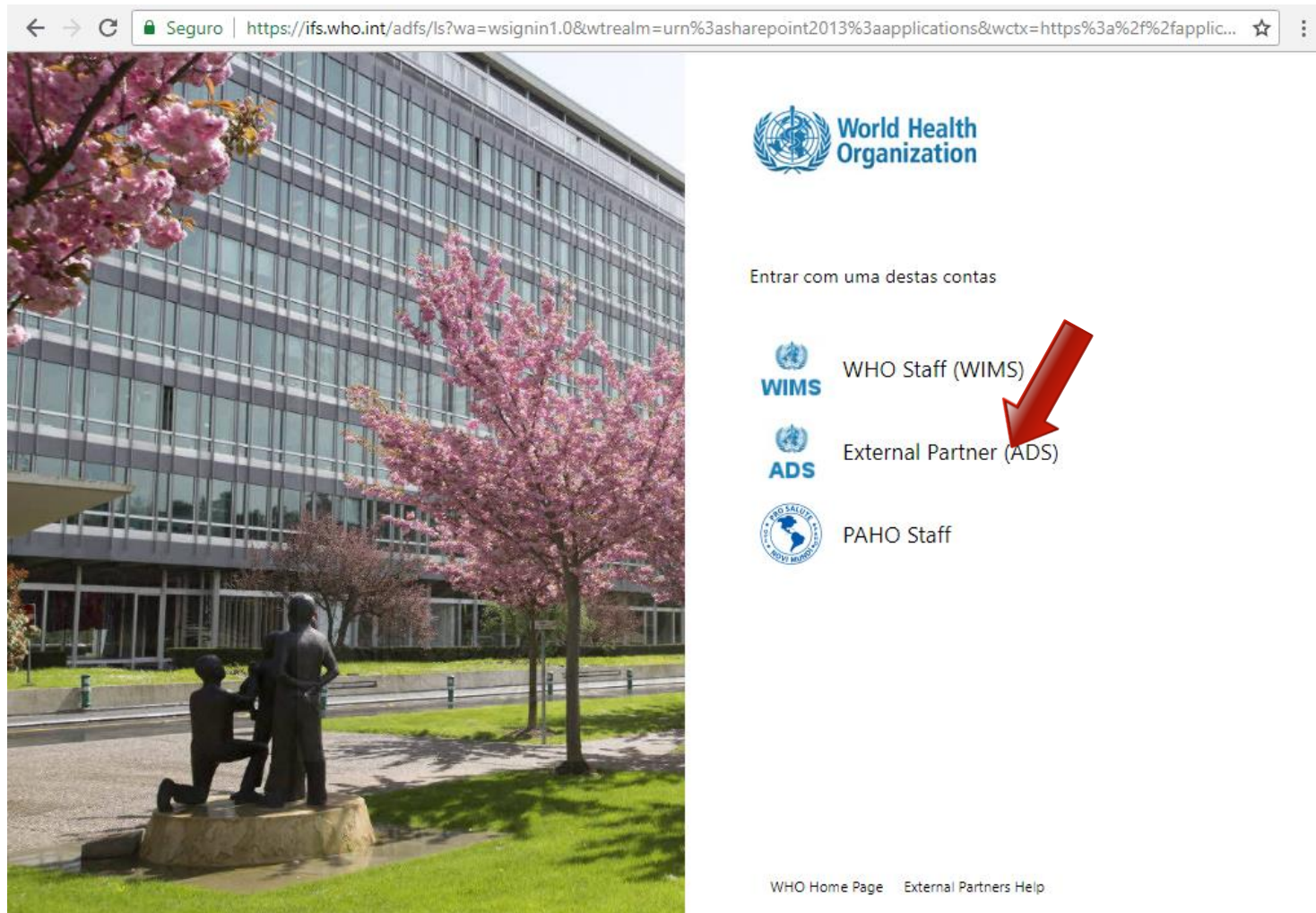
Continue

- **INSERIR** o mesmo endereço de e-mail fornecido ao SHI
- **PREENCHER** as outras informações solicitadas, incluindo um nome de usuário e uma senha (7-20 caracteres)
- **CLICAR** em "enviar"




# SHI ONLINE – Site oficial




**SHI ONLINE**  
Staff Health Insurance



← → ↻ Seguro | <https://ifs.who.int/adfs/ls?wa=wsignin1.0&wtrealm=urn%3asharepoint2013%3aapplications&wctx=https%3a%2f%2fapplic...> ☆ ⋮

 World Health Organization

Entrar com uma destas contas

-  WHO Staff (WIMS)
-  External Partner (ADS)
-  PAHO Staff

WHO Home Page External Partners Help

- **ACESSAR** o SHI-Online - <http://shi-online.who.int>.
- **CLICAR** em "Parceiro externo (ADS)"
- **INSERIR** e-mail fornecido ao SHI e senha ADS



# SHI ONLINE – Site oficial

**SHI ONLINE**  
Staff Health Insurance

The screenshot shows a web browser window with the URL <https://applications.who.int/sites/SHIClaims/SitePages/default.aspx>. The page features a blue header with the SHI ONLINE logo and the text "Staff Health Insurance". Below the logo is a large image of a water splash. A navigation bar includes language options (English, Français, Español) and a user profile dropdown for "volgmaramartins@ads.intra.who.int". A row of icons represents various services: a document, a dollar sign, an envelope, a clock, and a group of people. The main content area contains an "ANNOUNCEMENTS" section with the following text: "Clearance Certificates signed by HQ: Please email [shihq@who.int](mailto:shihq@who.int) to request an appointment with our focal points." The footer includes the World Health Organization logo and three buttons: "Contact", "Tutorial", and "Information".

**Contato - [shihq@who.int](mailto:shihq@who.int)**

# SHI ONLINE – Passo a passo

**SHI ONLINE**  
Staff Health Insurance

**1 YOU HAVE CHOSEN THE CLAIM FORM**

**2 CHOOSE THE NAME OF THE PATIENT**

**3 ENTER YOUR TELEPHONE NUMBER**

**4 CHOOSE RESPONSE FOR ACCIDENT CLAIM**

**5 CHOOSE ONLY ONE CURRENCY**

**6 ENTER THE INVOICE AMOUNT**  
Maximum 5 bills  
Make sure all supporting documents are provided (tick appropriate boxes)

**7 UPLOAD ATTACHMENTS:**  
Invoice, proof of payment, prescription, etc.  
Upload in PDF, JPEG, BMP, DOC formats that is scanned or taken as a picture with your smartphone camera.

**8 SUBMIT YOUR CLAIM**

**SHI ONLINE**  
Staff Health Insurance

SHI-ONLINE.WHO.INT  
8-step guide to submitting your online claim.

**1 YOU HAVE CHOSEN THE DIRECT PAYMENT FORM**

**2 CHOOSE THE NAME OF THE PATIENT**

**3 ENTER YOUR TELEPHONE NUMBER**

**4 CHOOSE RESPONSE FOR ACCIDENT CLAIM**

**5 CHOOSE ONLY ONE CURRENCY**

**6 ENTER THE INVOICE AMOUNT**  
Maximum 5 bills  
Make sure all supporting documents are provided (tick appropriate boxes)

**7 UPLOAD ATTACHMENTS:**  
Invoice, proof of payment, prescription, etc.  
Upload in PDF, JPEG, BMP, DOC formats that is scanned or taken as a picture with your smartphone camera.

**8 SUBMIT YOUR CLAIM**

World Health Organization

# SHI ONLINE – Tutorial video

**SHI ONLINE**  
Staff Health Insurance



Pesquisar



## SHI-ONLINE TUTORIAL VIDEO

Não listado

3.406 visualizações



4



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COMPARTILHAR



**Staff Health Insurance Online**

Publicado em 1 de fev de 2017

**INSCREVER-SE** 6

Description

MOSTRAR MAIS

<https://youtu.be/af2FZjRfci8>