

## ILO/ITU STAFF HEALTH INSURANCE FUND

**Record of Decisions**  
**of the 220<sup>th</sup> Meeting of the Management Committee**

Friday, 14 March 2014

2.30 p.m., ILO, Room VI (R3 South)

Present:

Representing the insured persons:

**ILO****ITU**

Ms. Chantal Amine *until 3.30 p.m.*  
Mr. Sylvain Delaprisson  
Ms. Cherry Thompson-Senior  
Mr. Gérald Weder

Representing the Organizations:

Mr. Tilmann Geckeler  
Mr. Fikri Gurzumar  
Mr. Juan Llobera

Ms. Marianne Wilson

Other attendees:

Mr. Clifford Kunstler, SHIF Executive Secretary  
Ms. Heather Harris, SHIF Claims Supervisor  
Ms. Corinne Michoud, SHIF Secretary

**Apologies for absence were received from:**

*Representing the Executive Head (ILO):* Mr. Giuseppe Zefola  
*Representing the Executive Head (ITU):* Mr. Thierry Perewostchikow

*Representing the insured persons (ILO):* Ms. Mireille Ecuillon  
*Representing the insured persons (ITU):* Mr. Michel Rolland

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The meeting opens at 2.40 p.m.

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**Item 1: Approval of meeting agenda**  
(SHIF/MC/14/220/AG)

Management Committee (MC) notes that insured persons of the ITU not represented at the meeting and that MC can therefore not take decisions engaging the Fund. Decisions taken during the 220<sup>th</sup> MC meeting will need to be endorsed by members representing the insured persons of the ITU at the next MC meeting.

With this in mind, MC refers to document ref. SHIF/MC/14/220/AG and **approves meeting agenda**.

**Item 2: Approval of the Record of Decisions of the 219<sup>th</sup> meeting of the Management Committee**  
(SHIF/MC/14/RD.219)

MC refers to document ref. SHIF/MC/14/RD.219, notes that no comments regarding the Record of Decisions of its 219<sup>th</sup> meeting received from members representing the insured persons of the ITU and therefore **approves the Record of Decisions of the 219<sup>th</sup> meeting with one adjustment, as follows, to Item 3 (“Separation of the ITU from the SHIF”), 1<sup>st</sup> sentence:**

**“MC refers to document ref. SHIF/MC/2014/219/3 prepared jointly by the ILO and ITU administration, [...]: [...]”**

**Item 3: Follow-up discussion on the General Meeting of insured persons**  
**held on 28 February 2014**

Claims settlement:

- Should be key focus of MC and ILO administration, working together.
- Adjustment of SHIF staff at ILO has not kept pace with increase in volume of claims. ILO administration considering engaging a new cost/benefit analysis re. recruitment of additional staff vs. outsourcing. MC should be consulted re. Terms of Reference.
- If SHIF secretariat funding drawn from contributions, MC would have greater sway over secretariat operations.

Electronic submission of SHIF claims:

- MC decision re. appropriateness of accepting electronically submitted claims needs to take into account associated risk of fraud. In other words, should the MC decide to allow electronic submission of claims, the current zero-tolerance attitude toward fraud would need to be supported by adequate means to detect fraud should original documentation no longer have to be provided with the claim.
- SHIF Regulations and Administrative Rules do not provide for expelling from the Fund insured persons who themselves or whose dependants commit fraud.
- Even if electronic submission of claims allowed, SHIF would need to receive originals for audit purposes. After-settlement verification of originals would be onerous, even on a random basis.
- Executive Secretary informs MC that electronic submission of health insurance claims also under consideration by other agencies. Policies vary. Topic will be discussed at upcoming Health Insurance Officers' Roundtable Meeting in May. MC will be informed re. views and positions expressed.

Other comments on settlement of claims:

- No standard has been set re. acceptable claims settlement timeframe.
- MC sees no reason to give priority to claims submitted from outside the Geneva area over those submitted from Geneva and the surrounding locations. ES reminds MC that advances granted to cover high costs of treatment in locations outside of Geneva and area. Also, regardless of location, claims for reimbursement where cost of treatment is high are given priority for settlement.
- ES makes the point that the issue faced by the secretariat when having to replace claims settlement staff to avoid backlogs in the event of a long-term absence is not related to funding, but to training. HRD has in no instance failed to obtain resources to fund additional SHIF staff, to offset the effects of a long-term absence.

- Implementation of direct payment capability being considered at the same time as NHIIS functional analysis. Direct payment has non-system resource implications, however.

#### Communication:

- More efficient and effective communication also needs to be an MC focus. Use of SHIF NewsLetter needs to be re-visited. Communication on Reimbursement Advices should also be considered.
- Better use should be made of new SHIF website, now re-designed and re-engineered. For example, numbers of claims settled and pending, along with expected claim settlement timeframes (on a global basis) should be posted.

#### Motion regarding ITU separation from the SHIF:

Motion wording was as follows: *“The Assembly recommends that the decision that the ITU should separate from the Fund should be put to all the members of the Fund in a referendum as soon as possible and before the withdrawal of the ITU.”*

- **MC decides that Chair should write to ITU Secretary-General: (i) communicating to him the text of the motion; (ii) stating that MC does not consider itself competent to act on the motion; and (iii) requesting that he act on the motion as he deems appropriate.**
- MC should inform insured persons of action taken re. this motion, for example by posting information at the same time as summary of information and exchanges at the 28 February General Meeting.
- J. Llobera will put pressure on ILO/PRODOC to ensure they will provide transcript of the General Meeting proceedings.

#### Motion regarding the decision-making nature of the General Meeting of insured persons:

Motion wording was as follows: *“The General Assembly asks the Management Committee to adopt amendments which furnish the General Assembly with a decision-making status.”*

- The conclusions reached at the General Meeting are of an advisory nature. Assuming the persons present at the General Meeting are considered representatives of the overall body of insured persons, a change to the nature of the conclusions reached would require an amendment to the SHIF Regulations and Administrative Rules. Further consideration can be given to this item at the time of consideration of the amendments to the SHIF Regulations and Administrative Rules required as a result of the ITU’s separation from the SHIF.
- However, insured persons present at the General Meeting can legitimately mandate MC to examine various questions raised at the General Meeting.
- Revisions to rules governing adoption of amendments may also need to be considered. Also, means to modernize voting method (i.e. implementation of an electronic voting option) should be explored. (An example of an electronic voting system will be presented at next MC meeting.)

### **Item 4: Other Business**

#### **1. Recruitment of successor to SHIF Executive Secretary**

MC decides that it will be represented on recruitment panel by Ms. Mireille ECUVILLON and Mr. Sylvain DELAPRISON.

#### **2. Election of MC members representing the insured persons**

ES reminds MC that 2014 is an election year. An amendment to para. 11 of Appendix II (“Rules for elections”) to the SHIF Regulations and Administrative Rules may be required – in particular to the last sentence of the para.. Re-wording will be suggested by MC members representing the insured persons, for examination by the MC at its next meeting.

### **3. Next MC meeting**

Will be on 15 April 2014. Agenda will include examination of re-worded para. 11 of Appendix II to the SHIF Regulations and Administrative Rules, as well as a demonstration of an electronic voting system.

### **4. Possible revision to contribution base rate**

Remains high on the list of MC priorities. ES will evaluate financial impacts of adjustments to SHIF Schedule of Benefits, but timing will not allow presentation of impacts at next MC meeting. Impacts will be presented as soon as practicable after 15 April and, if possible at following MC meeting.

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The meeting ends at 5.52 p.m.

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