



PMO Mobile Quick Guide

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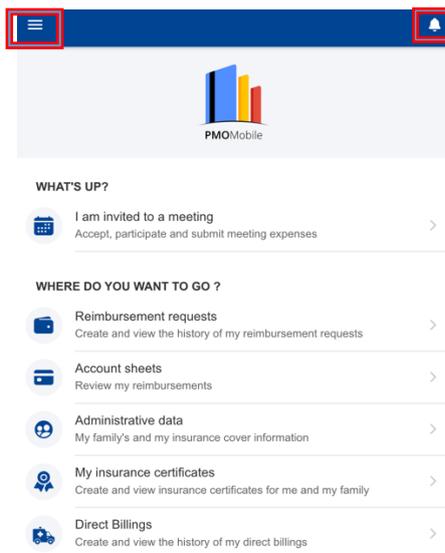


1. LAUNCH THE APPLICATION

PMO Mobile is a web-based application that allows you to **view** your and your family’s insurance cover information and the history of your reimbursement claims, to **create** a reimbursement claim, or to **request** an insurance certificate or direct billing, and all this directly from your mobile phone, tablet or even your PC. **PMO Mobile is particularly useful to put in a quick request for a single medical bill or invoice or even, in an emergency, a request for a certificate or for direct billing.**

Just scan the QR code above OR launch <https://webgate.ec.europa.eu/PMOMOBILE> on your browser (beware, the link is case sensitive) and connect with your EU Login access. Below you will see the home screen with the main points. **You can log out or change language (FR or EN) by clicking on the “Burger” (Contextual Menu) at the top left.**

Contextual Menu : Logout, Settings, FAQ, etc.

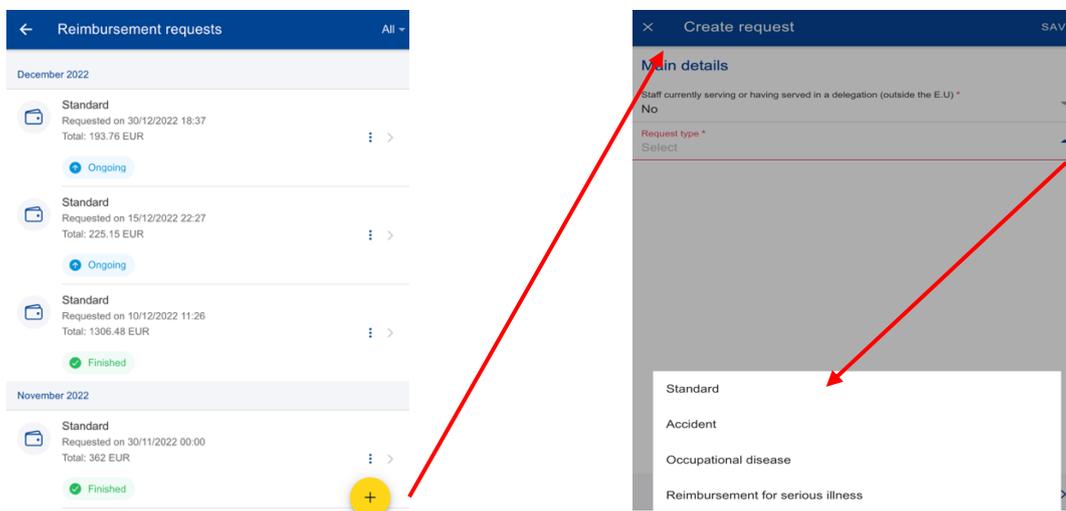


Link to Notifications: if a red number is displayed, there are new notifications for you

2. REIMBURSEMENT REQUESTS (JSIS)

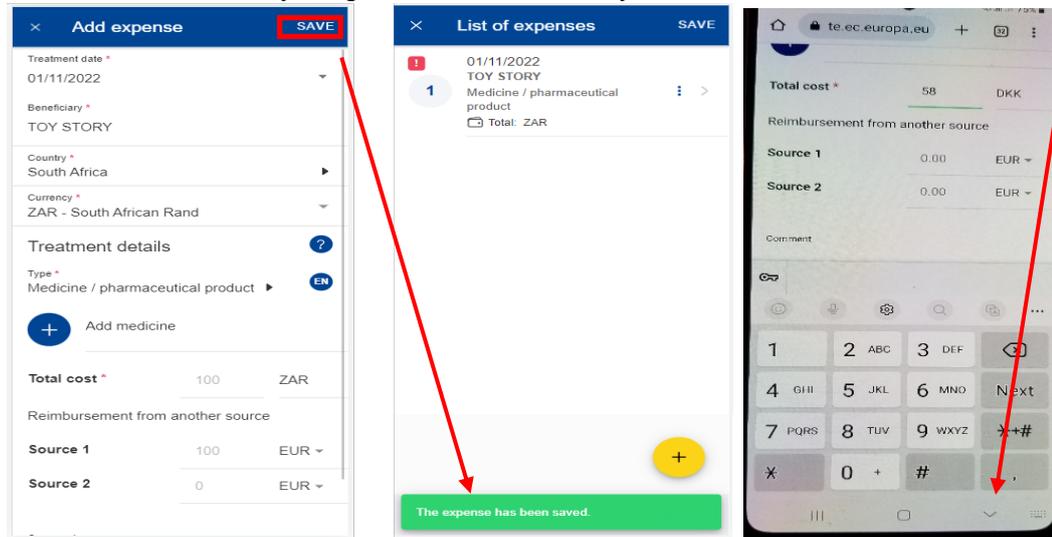
2.1. Create a new reimbursement request

- 1) From the home page, click on «Reimbursement requests».
- 2) Click « OK » to the right of the yellow banner to make it disappear.
- 3) Click on the yellow  icon to create a new request.

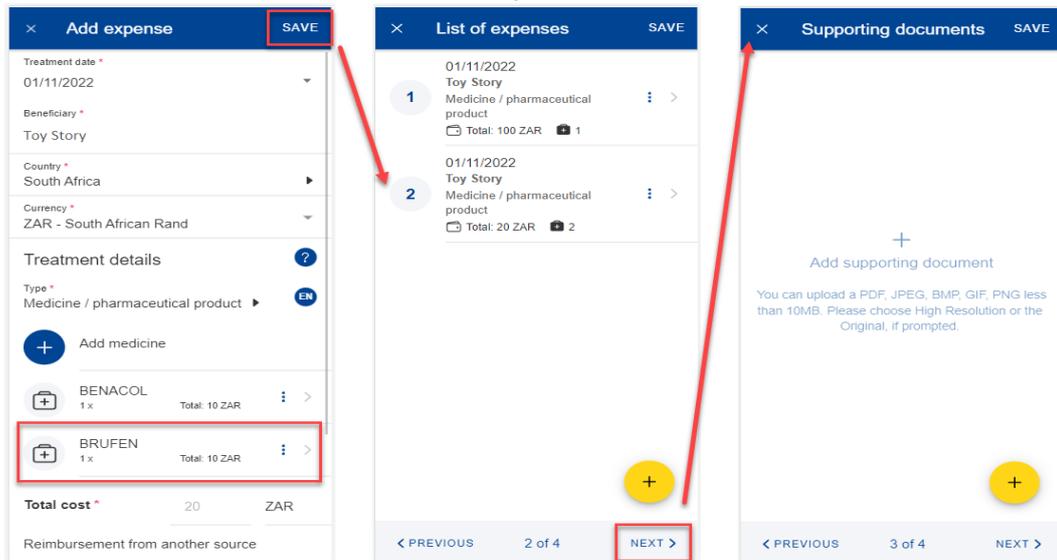


- 4) Like in « JSIS online », fill in/modify the relevant fields, click “Next” and then click on the  icon to add a new medical expense.
- 5) Select the treatment date and the beneficiary. Change country, if necessary. By default, the country of residence is displayed for pensioners.
- 6) Change currency, if needed. Select the Expense/Treatment detail from the list. Start by typing the name of the treatment or select directly from the list.

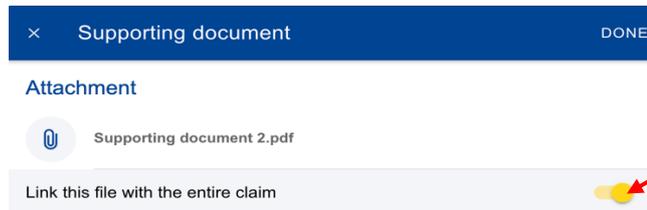
- 7) Depending on your selection, additional fields may appear in the expense form: Prior authorisation requests, dental cost estimates, number of sessions, etc.
- 8) Add your costs and any reimbursement received from other sources. On Android phones, depending on your model, if the keyboard does not disappear, click on the \vee or \lt at the bottom of your phone to close the keyboard and then click "Save".



- 9) Click on the \oplus icon to add a new expense. **Supporting documents are only attached at the end of the procedure, see points 11 and 12 below!**
- 10) In case of error, a red exclamation icon will appear. Please correct the error in order to continue. Click on « Save » when you're done.



- 11) When you have finished entering your bills (max 5 lines) click on NEXT and then click on the \oplus to add the supporting documents. The system will prompt you to take a photo or choose a file from your smartphone, tablet or PC.
- 12) By default, the documents will be attached to the entire claim. If you want to link supporting documents to the individual expenses, click either on the paper clip to the left of the document or on the \gt symbol next to the 3 dots on the right, and then on the yellow button. This will allow you to link files to the individual expenses.

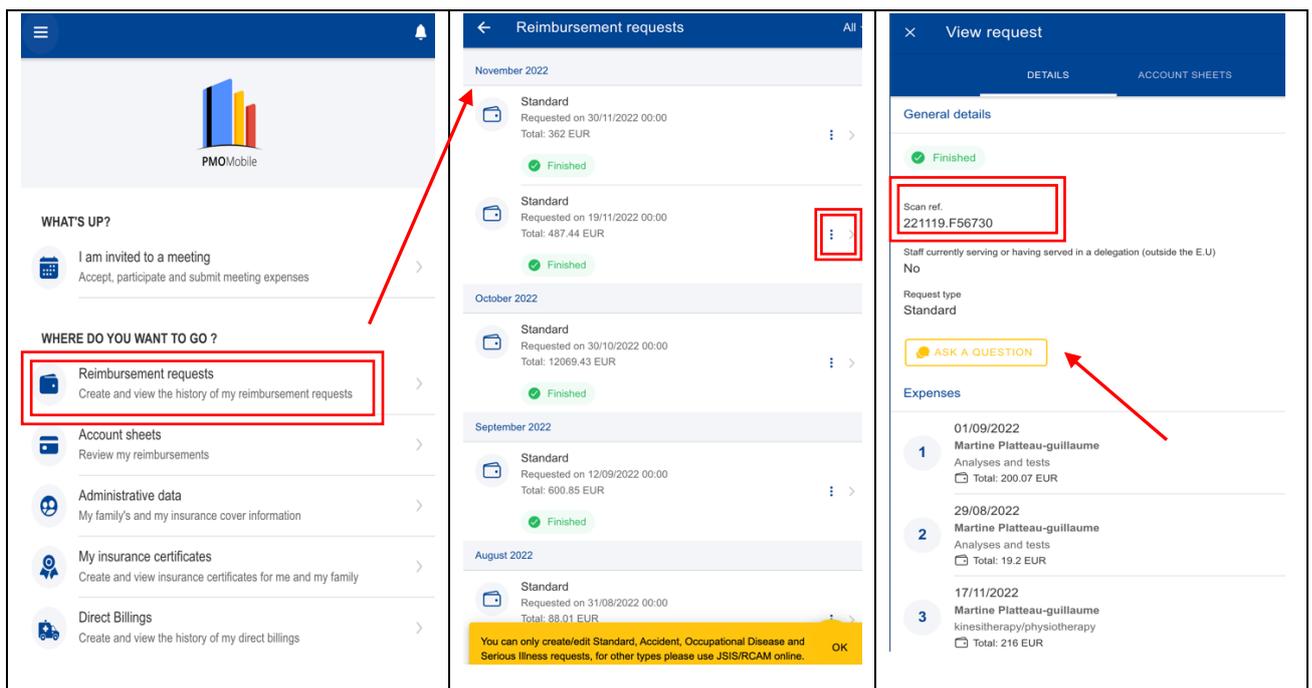


- 13) You will then get to the request summary. Here you can view a summary of all your information.
- 14) When you have checked your information, confirm that you accept the conditions of the JSIS and click on “Send” to submit the request or on Save to keep it as a draft.
- 15) You can view your claims by clicking on “Reimbursement requests” on the home page and select one by clicking on it. If the request is in draft status, you can click to edit or delete it.

2.2. View existing reimbursement requests

From the home page, click on « Reimbursements requests » to view all your reimbursement requests. If your claim is finished, you can scroll down to view your request and all the supporting documents, and you can view the corresponding account sheet by clicking on « Account sheets » to the right in the blue ribbon at the top.

If your request is still in draft, you can click on the 3 vertical dots  to the right in order to edit, duplicate or delete it.



2.3. View your account sheets

- 1) The easiest way is to click on the bell on the right in the blue ribbon at the top of the screen. The most recent account sheets are displayed at the top of the list. Choose the one which interests you. Click on “Open document” at the bottom to view the detailed account sheet. You can download it by clicking on the “Download” symbol to the left

in the blue ribbon at the bottom of the screen. If the text is too small, click on the + sign bottom right.

- 2) If you just want to see the details of your request, click on “Details” to the right in the blue ribbon at the top. If you scroll down and click on the original request, you will be able to view the original documents submitted (see 2.2. above). The detailed PDF file is available right at the top, if you want to download it or just see the details of your reimbursement.

2.4. Ask a question – Staff Contact

If you have any doubts about your reimbursement, you can put a question to Staff Contact by clicking on this yellow button:



3. ADMINISTRATIVE DATA - CHECK YOUR INSURANCE COVER

On the home page, if you click on the arrow to the right of « Administrative data », you immediately see the current status of your cover by the JSIS and that of your family (**red heart**: primary cover, **orange heart**: top-up cover, **grey heart**: no cover).

4. INSURANCE CERTIFICATES (JSIS)

- On the home page, click on « My insurance certificates » and then on the  icon
- Select the beneficiary and choose the type of certificate. Choose the language of the country of destination and click on « SEND » to the right in the blue ribbon at the top.
- A confirmation message appears, the certificate will be generated within the next 30 minutes.

5. DIRECT BILLINGS (JSIS)

- From the home page, click on « Direct Billings » and then on the  icon to introduce a request for direct billing. Select the beneficiary and specify the type of request (standard, accident or serious illness). Add your email address. Scroll down and click “Next”.
- Search for a care provider (if necessary, start typing the name of the hospital) and insert the category, reason and all additional mandatory fields, as requested by the application. You can also scan or add a quote from your phone or tablet, if required.
- One or more acknowledge checks will appear. Once you have verified the data and agreed to the General Conditions, you can send your direct billing by clicking “Send”.

N.B. All these operations are detailed and illustrated in the 26-page User Guide:

<https://aiace-europa.eu/site-content/uploads/2022/12/PMO-Mobile-User-Guide-V2.01-PENS.pdf>