Staff Matters and Staff Contact

Since May 2019, Staff Matters & Staff Contact have replaced the PMO Contact application and are integrated in the secure environment of My IntraComm & My Remote.

Staff Matters provides the essential information pensioners from all Institutions need and **Staff Contact** allows to ask questions in a few clicks.

An « EU login » account is issential ! See on the AIACE Int. website - under SERVICES - <u>https://aiace-europa.eu</u> how to create an EU Login account.

FOR ALL QUESTIONS RELATING TO THE JSIS, IT IS EASIER TO START FROM THE "JSIS ONLINE" APPLICATION : see explanations on page 3

How to connect ?

→ From your web browser, launch My Remote url : <u>https://myremote.ec.europa.eu</u>



→Click to the right on « ACCESS » under « Go to web applications »

→Log in with your EU Login credentials et access the My Remote screen:

→Click on "Staff Matters" as indicated underneath

European Commissio	My Remote				
*				Welcome N	dartine PLATT
	RCAM / JSIS	SYSPER Post Activity	MyintraComm -	MyintraComm - End of	
			reufed	Contract	
	•	8	Θ	8	
	Staff Matters	Staff Contact - Questions	EU Login	Legal and Financial information	

You will land on the page « Staff Matters and Staff Contact » in the tab « Staff Matters"

Commission 🗸 News 🗸 My D	Commission 🗸 News 🗸 My DC Staff Matters 🏨 Who is who			
ype your search here			Search in Staff Matters -	
European Commission			You are here: > My IntraComm > Staff Matter	
Welc <mark>o</mark> me to Staff Mati	ters and Staff Contact		S Luxembourg	
1. First find the page relevant to	your need using the search or the navigation.		My Questions Staff Contact	
Then, if you need to contact a	service, use the "Contact us" at the bottom right	of that page.		
Health	Working conditions	Family	🐱 Staff Contact	
Forms (JSIS)	Benefits	Family benefits	To contact us, please navigate to a sub-section	
Reimbursement (JSIS)	End of service	Spouse or partner		
Insurance (JSIS)		Maternity	Coronavirus - COVID 19 CHECK THE WEBSITE	
Preventive health	Administrative steps	Pensioners	AF YOU CAN'T FIND AN ANSWER TO YOUR QUESTION PLEASE CALL + 32 2 29 22222	
Health at work	Identity papers	Dependent person		
Psychological and social support	Derconal data	Survivors pension	Legal basis	
Specific events	Bank account		Staff Regulations	
	bank account	Miscellaneous	Administrative Notices	

→ either start from the subject index to start your search (it is the easiest way !)
 → or use the search tool "Type your search here" and enter the key word(s) of your question and you will be redirected

Please read all the information available on said page <u>before</u> you put a question through « Staff Contact » !

Here is an example of a search on allowance for a dependent child/person:

Staff Matters		ALERT L For your safety	EVEL 💛
European Commission	Vous êtes ici : > My IntraComm > S	taff Matters > Family > Family benefits > Depend	dent child (or person)
Staff Matters	Dependent child (or person)	Related information	
Family	What do you need to know about the allowance for dependent child or percent treated ac	Key information	+
amily benefits	such? Who can be eligible?	See also	+
ependent child (or erson)	Who is eligible to the allowance?		
	Dependent child	🖂 Staff Contact	
	Is considered as a "dependent child":	Contact us	-
	 the legitimate, natural or adopted child of an official or agent or his/her spouse, who is actually being maintained by the official or agent: 		

If you don't find the answer to your question in the pages, click on "Contact us" under "Staff Contact" to the right. A form will open; it is usually displayed in EN, if not, just click on EN at the top to switch languages.

European Commission Staff Contact		EN 🂽 FR	ී My Questions
Back to Staff Matters			Sign Out 🕩
Dependent child allowance			
Subject*	Dependant name*		
Description*			
			4
Calast files to unlead			
Select mes to uproad			
Maximum file size is 15Mb.			
			Submit

→ Fill in the boxes with an asterisk. If necessary, add an attachment and then click on Submit You will also receive a confirmation.

→Your question will be handled, and you will receive notifications of the follow-up at each change of status of your ticket. The status is either "Submitted" "In Progress" "Waiting for info" "reopened" or "Closed". You will receive an email with a link that allows you to access the question/answer directly.

→To reach the history of all your tickets during the last 24 months, just click on "Staff Contact - questions" on the MyRemote menu or launch this url :

https://webgate.ec.europa.eu/staffcontact/app/#/staff/tickets-history

	Euro Com	pean S	taff Contact	EN ● FR	් My Questions			
	Back to Staff Matters				Sign Out 🕀			
	My Questions							
	Search for a subject or id							
	Modification \$	id 🕈	Subject	Category 🗢	Status 🗢			
example : 27/07/2	22/09/2020	826782	Oubli d'un document dans une DR	Reimbursement online	Closed			
	19/08/2020	812762	DR MEDICAMENTS	Reimbursement account sheet	Closed			
example :	27/07/2020	805870	TICKET 805869 A ANNULER	Prior authorisation	Closed			

Here is an

For questions relating to medical costs, there is an easier way ...

SHORTCUT TO "STAFF CONTACT" <u>FROM "JSIS ONLINE"</u>

With just two clicks, you can consult official texts and/or put a question for example on Account sheet, Serious illness, Health screening, Carers, Glasses,

Â	MY DATA	MY FILES 🔻 MY	requests 👻 Cr	EATE A REQUEST	SEARCH 🔻 N	AY PREFERENCES 🔻	,	0	0
Join	t Sickn	ess Insura	ance Sche	me					
Create	a request							Information	
Reir	nbursements	prior authorisation	Recognition of serious illness	Direct Billing	Health screening request	Certificates		 PMO NEWSLETTER - JSIS - Agreements with hospitals PMO NEWSLETTER - We check hospital bills with your interests in mind 	
								Useful links	

→Click on the envelope in the top right corner of the screen « Contact PMO »

This will take you to a table with all subjects. You can then

- either consult the relevant rules by clicking on 🤨

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- or put a question on the given subject through a "Staff Contact" form by clicking on the envelope

Commission RC	AM Personn	el number : 139496 Settlement Office : Brussels				(+ Si	ign out
S MY DATA MY FILES 🕶 MY	requests 👻 cre	ATE A REQUEST 🔻 SEARCH 👻 MY PREFER	ENCES -		0		6
Are you looking for in Click on 😧 to be directed to the thematic in Click on 💟 to send a question to the PMO	formation formation page on the s services, if you did not	? Do you have a questic Staff Matters Portal find the answer you were looking for	on?			CL	LOSE
Procedures		Medical care		Medical supplies			
Reimbursement account sheet Direct billing Prior authorisation Reimbursement online Forms (JSIS)	0 0 0 0 0 0 0 0 0 0 0 0	Medicines Consultations/visits Dental cree Diagnosisito/ray/labo Hospitalisation/surgery Medical transport Thermal cure		Contact lenses Personal glasses Computers glasses Hearing aids			3 3 3
Treatments		Dependency		Specific events			
Acupuncture Fortility Kinesitherapy/physiotherapy Medical pedicure Nutritionist Osteopathy/chriopractic Psychotherapy		Carers Medical auxiliaries Convalescent cares Disability care Nursing homes		Accident Occupational disease Serious illness Childbirk (reimbursement médical expenses) Pregnancy (reimbursement medical expenses) Funeral expenses			3 3 3 3 3
Speech therapy Stop Smoking Other treatments							
Preventive health		Special rules		JSIS Insurance			
Health screening programme Annual Check-up (reimbursement)	0 🗹 0 🗹	Agreements with health professionals Additional Fees Level coefficient Parity coefficient Special reimbursement		Membership Top-up cover Legislation and references Zorgkas Settlement office			3