

This is a translation for information; only the French text is authentic.

Attendance by representatives of the administrations - Table attached

The President opened the meeting and welcomed the representatives of the administrations, in particular Christian Levasseur, the new Director of the PMO.

She then gave the floor to I. Salmi, Deputy Director General of DG HR. He brought greetings from S. Quest, the new Director General, who knew AIACE well as he himself had been Director of the PMO. He thanked AIACE for the valuable services provided to pensioners, which was a win-win situation for DG HR and AIACE. He would like to intensify and extend cooperation with AIACE and increase support for pensioners.

The current problem is digital transformation, which has added value, but at the same time information must remain available.

He also mentioned the role of pensioners as ambassadors in the European election campaign.

He would shortly be putting forward ideas for extending cooperation with AIACE.

The President thanked him and underlined the invaluable and unfailing help of colleagues in DG HR. She expressed concern about the situation in the offices for AIACE in capitals, particularly in Athens and Rome (a solution had finally been found in Paris), and about the future of VM18, which would be sold.

Background documents on the political situation and the European elections provided by Z. Venkova, were passed on to the sections.

The President gave the floor to S. Panter, Director at DG HR. She noted the building problems and promised to look into the situation in Athens and Rome. VM18 would not be sold until mid-2027, but meetings had already been held with the OIB to discuss reallocations.

- **In order to clarify the situation, the President undertook to send DG HR a briefing in the near future on the situation of each of the 27 sections with regard to buildings.**

The President thanked her and gave the floor to Chr. Levasseur, the new Director of the PMO.

He emphasised that his main concern was to ensure that members had access to healthcare.

- In Belgium, MyCareNet will facilitate the flow of information by digital ways. The patient will pay the practitioner, who will send the invoice directly to the PMO, which will be considered as a virtual "mutuelle". IT connection problems have been resolved. Discussions are underway with the DPO and the EDPS for the RGPD aspects; this will involve sending Belgium a table with the national register numbers. Once the data protection authorities have given the go-ahead, tests will be organised to validate the system. The launch is scheduled for early autumn. This measure also has the advantage of providing a solution to the digital divide.

- R. Rotter explained that in the event of a serious illness, the member informs the doctor, who then enters the information into the system; if this is not the case, there is an internal filter within the JSIS, taking into account both the examination carried out and the specialist.

- C. Popotas raised the issue of the European health data space, from which affiliates are excluded. Chr. Levasseur replied that a draft regulation is currently being drawn up to require Member States to

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recognise the JSIS; this will require agreements with the PMO on the exchange of information. The wording is tricky, as it must guarantee legal recognition while retaining the specific features of JSIS.

- F. Rinaudo pointed out that affiliates were excluded from Regulation 883. The AIACE had made proposals concerning the situation in Italy, which needed to be discussed and made more transparent. The financial repercussions for JSIS must be taken into account, especially if all countries with a similar system were to apply the solution put forward for Italy.

- Chr. Levasseur pointed out that negotiations in Italy were being conducted jointly by the PMO (A. Lo Schiavo) and DG HR (U. Moricca), at both local and central level. To access the primary system in Italy, you need a card. He knows that AIACE disputes the Commission's position and notes that there is a difference of interpretation between the Italian ministry and the legal unit of DG HR. This is why we need to discuss a harmonised approach.

- In Luxembourg, discussions have resumed at political level between the Commissioner and the Luxembourg minister; the high-level debate will be relaunched on access to the healthcare system. The Commission representatives will be Chr. Roques and Chr. Levasseur.

- M.-Cl. Blin points out that increasing digitalisation in France poses a problem. A link will have to be found between the regulation and contacts at national level.

- V. Groebner points out that the situation is also serious in Germany. The Section has suggested a number of avenues to explore, but there has been no news for several years.

- K. Kellner recalled the court cases in Austria. On appeal, a favourable ruling was overturned on the grounds that JSIS was a private insurance scheme. It will therefore be necessary to appeal again to the Supreme Court between now and mid-June. The Section needs support from the PMO to obtain an official document describing precisely the nature of the JSIS. C. Popotas recommended seeking the opinion of the Court of Justice.

- **The President undertook to convene a meeting of the 'Access to national healthcare systems' WG at the beginning of September, requesting the presence of a representative of the PMO, in order to clarify the various situations.**

Chr. Levasseur is aware that the 80+ population is growing and is often not digitalised. The problem is that with constant resources, transactions are increasing. The number of tickets via Staff Contact is increasing, as is the number of calls. But we need to maintain access channels other than IT.

The single number poses a problem in terms of staff capacity. By increasing the number of staff to answer calls, we are reducing the number of transactions processed. 40% of calls come from pensioners, whereas they account for 1/3 of members. In any case, the tree structure needs to be simplified.

Chr. Heldmaier-Régnier pointed out that the number of tickets was increasing substantially while the number of emails was falling, which goes in the right direction. However, the President asked what could be done for affiliates who did not have an EU Login.

- R. Longoni pointed out that the single number was very busy and suggested that the designated manager could be contacted directly. Chr. Levasseur replied that there was no longer a dedicated manager.

- G. Sottocorno raised the question of languages. In Italy, English and French are not enough. Since the introduction of the single number, the workload for volunteers has increased tenfold!

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- Chr. Levasseur says that delegation will be a way of reducing the pressure on services and volunteers. Meetings are scheduled with the AIACE to define the details. It goes without saying that the delegation will be limited to the management of reimbursement requests and will under no circumstances give access to the member's bank account.

- V. Groebner raised the question of screening centres in Germany. The Section had sent addresses to the PMO. R. Rotter replied that none of these centres wished to sign a contract. However, the Helios group has centres that are fairly well spread throughout the country. In addition, an on-site mission is planned in the near future. He added that discussions had resumed in France with the Elsan group, which has numerous centres throughout the country.

- On the subject of dependency, A. Lenglet explains that new ways of doing things will have to be found, particularly for countries other than Belgium. The aim is to keep people at home for as long as possible, while allowing them to remain independent. To achieve this, we need to create support networks around these people. We need to be vigilant, because private companies are offering their services, especially in nursing homes, with a real risk of fraud or even swindling.

- **The President proposes a meeting with the PMO and DG HR on dependency at the beginning of September.**

- The President asked what stage had been reached in the adoption of the second package of the GIPs. Chr. Levasseur replied that the nomenclature needed to be adapted, that there was the question of ceilings, and that all this needed to be examined in depth. The President reiterated AIACE's request for an automatic adjustment method.

- E. Dudzinska reminded the meeting that the Management Committee had made proposals to DG HR and the PMO as part of the review of the GIP.

- J. Babot pointed out that there were more and more requests for assistance, particularly for non-reimbursable benefits.

- R. Longoni pointed out that the ambassadors were playing their part but were not aware of the follow-up because of the GDPR. The President replied that the ambassadors are informed that there has been a follow-up; it is then up to them to get back in touch with the member or vice versa.

- Regarding MyIntraComm, A. Lenglet explained that the current platform would be moving to the cloud and that licences would henceforth be purchased on a per-user basis. DG HR is looking for solutions to ensure that pensioners have access to dynamic information. Staff Matters will become Service Now in June, but with virtually no change to the interface (only the graphics will change slightly) and will be accessible to everyone. Tests have been carried out with AIACE.

- Mr Théâtre added that for a period of one year, a simplified version of MyIntraComm will remain available; statistics show that usage is relatively low, but access to information is vital. An ad hoc solution needs to be found, particularly for access to CenD.

- In response to a question from the President, A. Lenglet said that contacts were being made with Unit C4 to open up access to conferences as far as possible.

- J. Garulo announced that a webinar would be organised for all pensioners on 5 June to explain the transition.

M. Platteau added that a panel of AIACE testers had been set up for DG HR and the PMO, with a wide range of IT knowledge levels.

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My PMO: J. Garulo reports that both Google and Apple apps have now been approved. My PMO should be officially launched by the end of the week. For PMOMobile users, there shouldn't be much difference.

P. Perreau-Verdier (**EP**) felt that he had learned a lot at the meeting; otherwise, there was no news from the EP.

J. Pallares (**Council**) did not announce anything new. R. Longoni again raised the issue of access to buildings for widows and widowers. J. Pallares replied that the spouses of working employees did not have cards either; this was a decision taken by the security service. The President reminded the meeting that the question had already been asked and answered.

For the **EESC**, U. Schwab and I. Delaire reported that the social services department is increasingly in demand. The aim is to give pensioners a human face (and not an IT face).

For the **CoR**, R. Mokhtari also stressed the importance of human contact. Despite the outsourcing of pensions to the PMO, a front desk has been maintained.

The representatives of the **Court of Auditors** and the **Court of Justice** were not present.