

## MyPMO (previously called PMOMOBILE) - v1

MyPMO is an alternative to JSIS online. It was previously called PMOMOBILE, but as the functionality is accessible from a computer as well, the name has now been changed to MyPMO. For mobile devices (iPad, tablet, smartphone ..), you will find the app in your App store/Play store (look for the logo in the title above).

MyPMO is easy to use. The main functions are the same as in the old PMOMOBILE which you may already know. If you are using a mobile device, there is no need to scan your supporting documents in advance. When at the end of the procedure you are asked to attach your supporting documents, you will be offered the choice of taking a photo (with a mobile device) or upload a document. If you choose to just take a photo, you will be able to check the quality afterwards and, if necessary, choose to delete it and take another one (see below).

→ **Logging on from a smartphone or iPad/tablet?** Download the **MyPMO** app from your App Store/Play Store and connect.

→ **Logging on from a PC** or you prefer not to download the app: You can connect directly to MyPMO via

<https://webgate.ec.europa.eu/MYPMO/>

**[MYPMO in capitals!]**

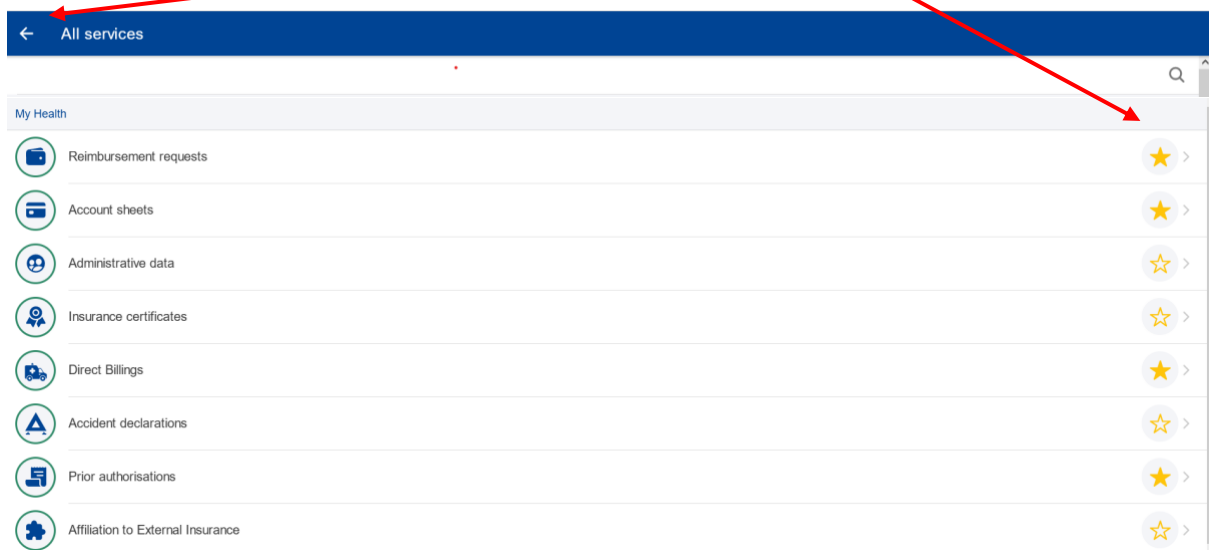
Whichever way you log in, you will have to go through double authentication via EU Login in the usual way, entering your email address and password if prompted.

You will now see the **Welcome Screen** which is new:



You will be offered the possibility to **personalise your Welcome Screen** by selecting the four options you use the most. If you click on the square above – or on “View all services” – you will see a screen with all the different options (see below).

By clicking on the relevant star outlines on the right you can select up to four “favourites” (indicated by the star turning full). When you are done, you click on the arrow to the left in the blue ribbon at the top (“All services”).




The options you are interested in will vary depending on your situation. The bottom one, for instance, (“Affiliation to External Insurance”) is currently interesting only to people living in NL. In other cases, you may be interested particularly by:

- **Reimbursement requests**
- **Account sheets**
- **Administrative data**
- **Prior authorisations.**

Additional options are likely to be added in the coming months (your pension slips, requests for health screening invitations or recognition of serious illness ...). You will be informed in due course, and you may then choose to reorganise your favourites differently.

If you already have four favourites, but you wish to replace one favourite by another, you first click on “View all services”. Now “release” an existing favourite by clicking on the star, which will return to its outline. You will then be able to select a new favourite by clicking on the corresponding star outline to make it turn full.

## **1. SENDING IN A BILL FOR REIMBURSEMENT**

Click on “Reimbursement requests” on the Welcome Screen. Click on the  (bottom right) to get started.

Under **Request type** accept “Standard” (*Exceptions: if your expense concerns a recognised **Serious Illness** or a **Health Screening** for which you have not obtained Direct Billing - use the arrow to change your selection*).


Accept “No” as your answer to the following question (even if you did once work in a delegation!). Click on “**Next**” and then on the cross **in the middle** (“Add expense”).


Enter the information requested, if required by using the drop-down menus (click on the arrows). Make sure that the beneficiary, country and currency are correctly indicated. Click on "Select" under "Treatment details - Type" and select the relevant service (see details below in the case of pharmacy bills).

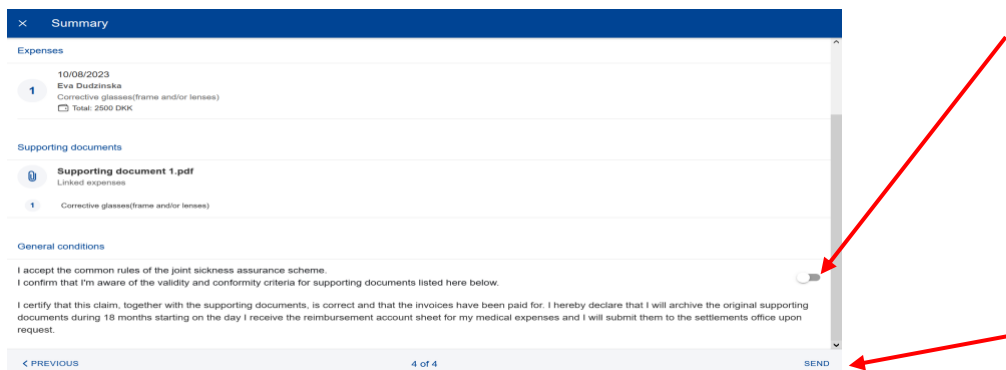
Always enter the **total amount of the bill** (incl. any contribution from your National Health Scheme) under "Total cost" and enter any NHS contribution amount under "Reimbursement from another source - Source 1". Do not include any reimbursements from private insurances contracted to cover what JSIS does not cover.

In the case of **pharmacy bills**, select "Medicine" under "expense type". Click on the **blue cross** ("Add medicine") to start. To enter the first product, click on "Select" under "Medicine / Pharmaceutical product". Start typing the name in the search field at the top and click on it, when the right product appears. There may be several variants of the same medicine. For each medicine, indicate the number of boxes and the price per item, making sure to enter the full amount of the bill as described above. Under "Source" you then enter any contribution from another source, see above. When you have finished with that medicine, click "**Done**" top right.


If there are several medicines on the same pharmacy bill, you may now add the next one by clicking again on the **blue cross** and repeating the process. After each medicine, click "**Done**" (top right) to add the next one.

When you have finished with the pharmacy bill and clicked "Done" for the last time, click "**Save**". If you should now wish to add another bill for something different, click on the  and then on the arrow to the right of "Treatment details". Select "Type". It is possible to enter up to 5 bills (just like for JSIS online), but it is **generally recommended to send in bills individually when using MyPMO**. If you try to enter several bills at the same time, you might experience problems when attaching the supporting documents, as they are currently all added only at the end of the whole process.

When you are done, click on "**Next**" (bottom right). You will now be asked to add your supporting documents. Click on the . You will now be asked to choose between taking a photo (useful if you are logged in with a mobile device) or upload a document. If you choose to take a photo of a supporting document, make sure to have good light and check that the whole document is included in the picture. You will be asked to confirm that the photo is OK, or whether you want to take a new one. You can add further supporting documents by clicking again on the cross in the middle. At the end, click on "**Next**", and scroll down to accept the "**General conditions**" on the little button to the right:



When you are done, click **"SEND"** (bottom right).

If, just after sending off a request in MyPMO or JSIS online, you realise that you made a mistake or left out a document, you can now **re-open your request** and modify it until midnight that same day with the  **Reopen** button.

If you want to **delete a request** which you started, just click on the three vertical points to the right of your draft request and select **"Delete"**.

If at any point you wish to return to the Welcome Screen, click **X** top left (in the horizontal blue bar) and then on the arrow in the same area if required.

**2.** If you want to consult an **ACCOUNT SHEET YOU HAVE RECEIVED**, click on "Account sheets" on the Welcome Screen. Select the relevant account sheet (normally the one at the top!) and click on the clips to open the document. If you have a question concerning the account sheet, click **"ASK A QUESTION"** in the box under the clips.

**3.** If you want to check the **COVER OF A FAMILY MEMBER**, click on "Administrative data", and you will have an instant overview of the situation: **red heart**: primary cover, **orange heart**: top-up cover, **grey heart**; no cover!


**4.** If you want to apply for a **PRIOR AUTHORISATION** or view one that was granted previously, click on "Prior Authorisation" and you will see a list of all your prior authorisations, present and past. Each PA will **usually** appear twice: first as "Submitted" and then as "Accepted" (if your request was granted!). If you want to see the decision, click on the "Accepted" version, scroll down to "Support documents" and click on the document at the end.

If you want to **apply for a new Prior Authorisation**, make sure to have an estimate of the cost available (in the case of dental care, a copy of the special dental care form filled in by the dentist). Now click on the **yellow cross** bottom right. Use the drop-down menus to fill in the form. **NB**: "Start date" **may** by default be filled in with the date on which you fill in the form, but you may choose a date earlier or later, although it can never be earlier than the date on the estimate/doctor's referral document. If under "Request type" you select "Dental care", you must choose "Standard" (orthodontic treatment is reimbursable only for children up to the age of 18).

When you have filled in all the details, click **"Next"** (bottom right). You will now be asked to add supporting documents (follow the procedure described above for pharmacy bills). You will also be asked to indicate which type of document you have added. For

some Prior Authorisations, 2 or even 3 different supporting documents are required, so you will need to specify the relevant type for each document you add.

When you have finished, click “**Done**” (top right) and then “**Next**” (bottom right). On the next screen, click “**Send**” (bottom right”).

5. If you want to request **DIRECT BILLING**, select “Direct billing” on the Welcome Screen. Click on the  (bottom right) to get started. Select beneficiary and type of request (Standard or Serious Illness, if applicable – Accident is not relevant for pensioners). Add your email address when prompted and click “Next” bottom right.

Next, you select the country in which the service will be provided and the details of the service. When you have finished, click “**NEXT**” bottom right.

Now under “Category”, select the relevant option and fill in the requested details – check that the date and currency is correctly indicated or change as required.

Under REASON, select the relevant category: Hospitalisation, High and/or repetitive medical costs or Convalescent, Nursing home or equivalent. NB: If the care provider does not have an agreement with JSIS, you must fill in the required details.

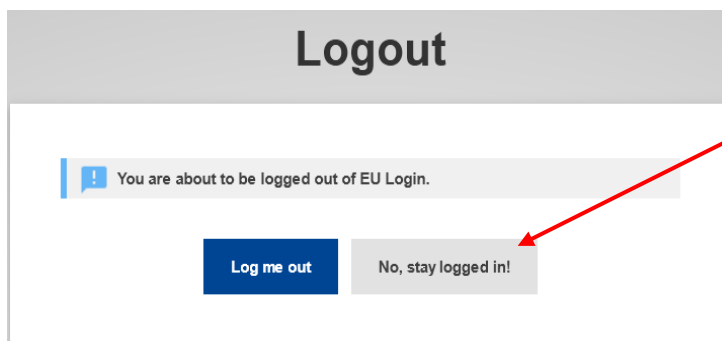
You may now be asked to attach supporting documents, see above, and accept the General Conditions.

When you have finished, click “**SAVE**” top right and then “**NEXT**” bottom right.

At the end of the procedure, click “**SEND**” (bottom right).

As mentioned above, further functions are expected to be added in due course (pension slips, personal data, request for health screening invitations or recognition of serious illness .. ), but until further notice JSIS online must still be used for such purposes.

As with JSIS online, MyPMO will not remain accessible in case of inactivity. You will see the screen below:



Try just **clicking on “No, stay logged in”** – in many cases, that will be enough to start MyPMO again, without your needing to authenticate again via EU Login!