

ASK JSIS A QUESTION, for ex. on a reimbursement

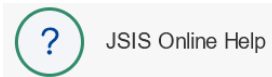
From 'MyPMO'

Since June 2024 it has no longer been possible to ask JSIS a question on a reimbursement directly from the account sheet. Below, see an alternative method!

First, note the Account Sheet Number (top left) **and the scanner reference** (top right) – for instance: Account sheet no.174, scanner ref. 280909.F79603A.

Now log on to MyPMO via <https://mypmo.europa.eu>

→ From **View all services** in the blue bar, scroll down to click on



and you will see a table of subjects, each with a number of subheadings when you click on it:

Are you looking for information ? Do you have a question?

Click on ⓘ to be directed to the thematic information page on the Staff Matters Portal.
Click on ✉ to send a question to the PMO services, if you did not find the answer you were looking for.

- ▶ Procedures
- ▶ Medical care
- ▶ Medical supplies
- ▶ Treatments
- ▶ Dependency
- ▶ Specific events
- ▶ Preventive health
- ▶ Special rules
- ▶ JSIS Insurance
- ▶ Assistance

→ Click on '**Procedures**'. In the subheadings appearing, click on the **envelope** to the right of '**Reimbursement account sheet**'

▼ Procedures

Reimbursement account sheet	✉
Direct billing	✉
Prior authorisation	✉
Reimbursement online	✉
Forms (JSIS)	✉

You will now see a page of Staff Contact opening, and you can ask your question by using the form, as in the example below.

Under '**Topic request**' you can select from various options by clicking on the arrow on the right. If none of the options suit you, you can delete the pre-printed text by clicking on the x and add your own text. Under '**Reference**' you insert the scanner reference, under '**Subject**' the account sheet no, and then you fill in the **Description**.

Account sheet and reimbursement procedure

Contact us about account sheet for medical expenses reimbursement (JSIS)

[← Back to Staff Matters](#)



Use this form to ask a question about account sheet for medical expenses reimbursements.

Before asking your question, please check the related documentation by clicking "Back to Staff Matters"

* Indicates required

* Topic request

Reimbursement account sheet

* Beneficiary

(Here you enter your name or the name of a spouse or dependent child)

* Reference

scanner ref. 280909.F79603A

* Subject

Account sheet 174

* Description

Paragraph

(Example: Why was (XYZ) not reimbursed, although it was prescribed by a doctor and listed as a reimbursable product?)

Please confirm that you have read and agree to [Privacy Statement](#)

* I confirm

Submit

Required information

[I confirm](#)

Don't forget to click on '**I confirm**' at the bottom and then '**Submit**' on the right.

For other JSIS problems, click on the to the right of the relevant subject. The information provided may already solve your problem. If not, ask a question by filling in a 'Staff Contact' form which you reach by clicking on the envelope next to the question mark, as shown above.

➔ You will receive an email from EC-SERVICENOW@sn.mail.ec.europa.eu acknowledging receipt of your request and giving you a **reference number**

➔ Later you will receive another email with PMO's reply. To read it, you click on the link with the reference number. To read the answer, click on the '**Activity**' tab.

You can read more about how Staff Contact works under **IT Communication Tools** on AIACE Int's website <https://aiace-europa.eu/en/tools/staff-matters-contact/> and in particular the **Staff Contact Quick Guide** at the bottom of the web page.