MyPMO (ex-PMOMOBILE)

MyPMO allows you easy access not only to the EU Sickness Insurance (JSIS), but recently also to certain functions in SYSPER, in particular your pension slips. The functionality is accessible from a computer as well as from a mobile device. For mobile devices (iPad, tablet, smartphone), you will find the MyPMO app in your App store/Play store (look for the logo in the title above).

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 your mobile device) OR upload a document. If you choose to 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.

➔ **Logging on from a computer** or if you prefer not to download the app: Connect to MyPMO via MyRemote **https://myremote.ec.europa.eu/** or directly via **https://mypmo.europa.eu**.

Whichever way you log in, you will now have to authenticate:

Enter your email address if prompted and click "**Next**". You may jump directly to the double authentication phase, where you may be asked for your password or you may even go directly to choosing your verification method. Clicking on the arrow in the black square opens a drop-down menu from which you can now select "**EU Login Mobile App PIN Code"** if you already activated the EU Login app, or "**On Mobile Authentication**", if you log in on a mobile device. Click on your choice and then on "**Sign In**".
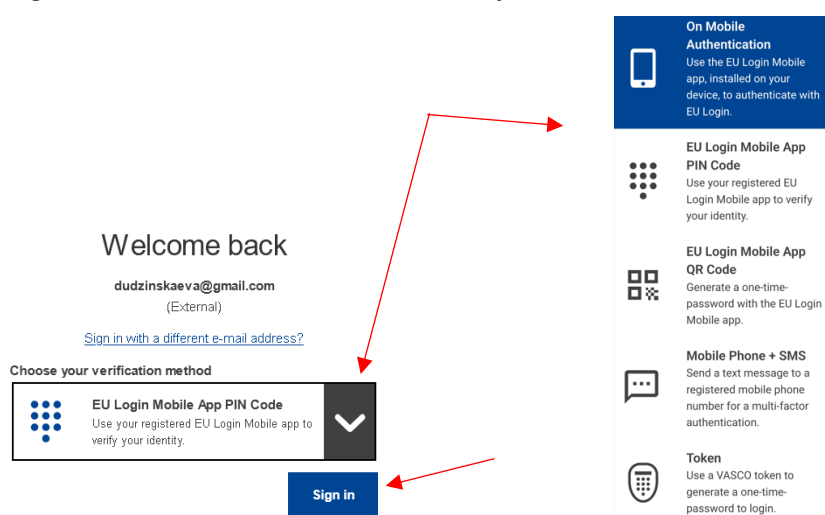

Now, if you are logging in on a **mobile device** and selected **On Mobile Authentication**, you just click "**Open**". If you are logging in from a **computer**, open the EU Login App on your chosen device (mobile phone/iPad/tablet) and click '**Continue**'. In both cases, you will now be asked to authenticate (with 4-digit code, facial recognition or fingerprint), and then MyPMO will open.

You will now see the **Welcome Screen** which you can adapt to your needs by selecting the four options you use the most:
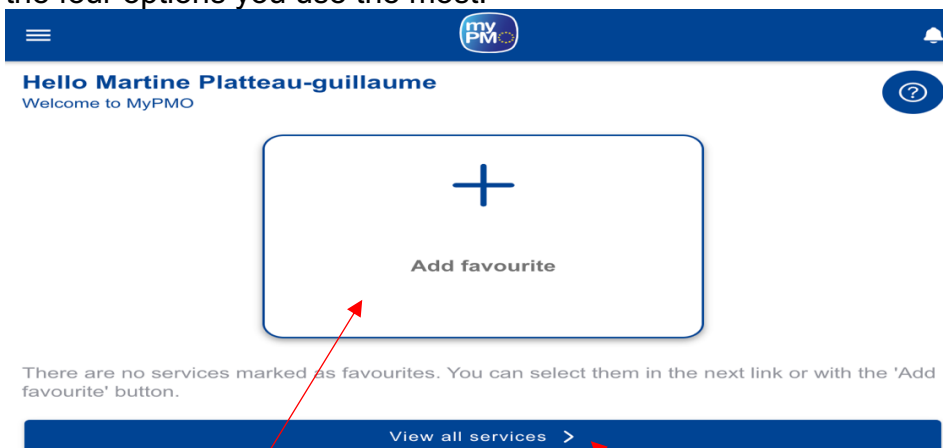
Click on the square above – or on "**View all services**" in the blue bar below. You will now see a screen with all the different options under the two headings **My Health** and **My Rights** (see below).

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") to view your favourites and get started.
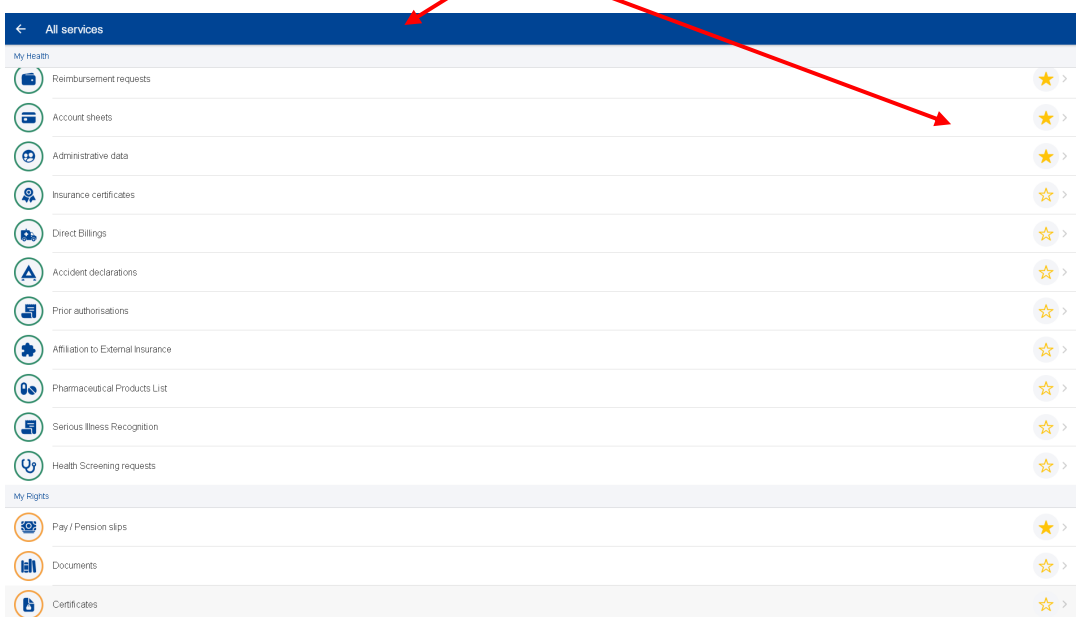
The options you are interested in will vary depending on your situation. Some, like "Affiliation to External Insurance", will only be of interest to people living in certain countries (currently NL).You are likely to be interested particularly by:

- **Reimbursement requests**
- **Account sheets**
- **Direct Billings**
- **Prior authorisations**

However, you may also occasionally want to for instance **view your pension slip**, make a request for **Serious Illness Recognition**, or request an invitation for a **Health Screening**. In that case, you just click "View all services" on the corresponding blue bar

on the welcome screen and select the desired service. You are free to select your own favourites (up to four).

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. Next time you open MyPMO, you will automatically be shown your favourites first to enable you to get going straightaway.

Below you will see how to make best use of some of the options:

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 the + "Add expense" in the middle or on the yellow ⊕ bottom right.

Enter the information requested (date, beneficiary, country, currency ..), click on the arrows to open the drop-down menus as required. Click on "Select" (or the star or the arrow) 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" (see below on how to check whether the medication is reimbursable). Click on the ⊕ ("Add medicine") to start. To enter the first product, click on "Select" under "Medicine / Pharmaceutical product". Start typing the name (or part of it) 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 1 " 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 ⊕ and repeating the process. After each medicine, click "**DONE**" (top right) before adding the next one.

When you have finished with the pharmacy bill and clicked "DONE" for the last time, click "**SAVE**" top right. If you should now wish to add another bill for something different, click on the ⊕. Again, enter all the required information and then click 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). Click "**SAVE**" top right after the last bill. However, unless all the bills are of the same kind (such as physio), it is **generally recommended to send in bills individually when using MyPMO**. If you try to enter several different 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 ➕ in the middle or on the 🟡 bottom right. You will be asked to choose between **taking a photo** (useful if you are logged in with a mobile device) or **uploading a document**.

If you are working on a computer, you will need to have an electronic version of your supporting document stored on your computer somewhere you can find it again! It might be a photo you have sent to yourself and then stored. In that case, you select "**Choose a file**" and then click on the relevant file.

If you are working on a mobile device (iPad or mobile), you may choose to take a photo of the 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 🟡. At the end, click on **NEXT**, and scroll down to accept the **General conditions** on the little button to the right:
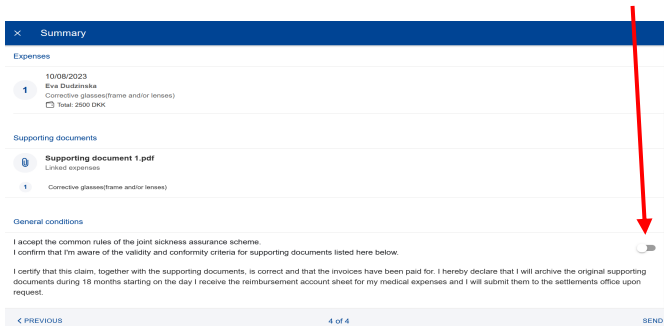
When you are done, click "**SEND**" (bottom right).

If, just after sending off a request, you realise that you made a mistake or left out a document, you can **modify it until midnight** that same day with the b 📤 Reopen button (click on the three vertical dots to the right of your request). After midnight it will be too late, and you will have to contact JSIS via Staff Questions (or see point 3 below).

If you want to **delete a request** which you started, just click on the three vertical dots 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.

If you want to check whether a medicine is reimbursable, first click on "View all services" and then select "**PHARMACEUTICAL PRODUCTS LIST**". Now start typing some letters of the medication in the search field at the top – if you remember only the end, that may work too! There may be several variants – you will be told whether it is reimbursable or not (or perhaps only after Prior Authorisation).

2. If you want to consult an **ACCOUNT SHEET** you have received**,** click on "Account sheets" on the Welcome Screen (or on the bell top right). Select the relevant account sheet (normally the one at the top!) and click on it to open the document. You can also

open the request and view each document and download it by clicking on the ⬇️ symbol at the bottom left.

3. To search for information or to **ask PMO a question**, you can now click on the ⓘ on the top right, just below the blue bar at the top of the Welcome Screen and then on the '**JSIS Online**' link at the bottom of the list of links.This will call up a list of key subjects, as you may know it from the blue "Contact PMO" envelope top right in the blue bar on the JSIS online screen. Click on the arrow in front of the relevant subject to open up more areas. Clicking on the blue question mark on the right will bring you to the relevant page in Staff Matters with more information. If you do not find the answer in the information provided, click on the white envelope to the right ("Staff Contact – Contact us") and fill in the details, confirm the privacy statement and click "**Submit**".

4. If you want to check the <u>**COVER OF A FAMILY MEMBER**</u>**,** 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! By clicking elsewhere in the relevant box, you will see further personal data.

5. If you want to apply for a <u>**PRIOR AUTHORISATION**</u> 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 relevant document.

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 🟡 bottom right. Use the drop-down menus to fill in the form. **NB**: "Start date" will 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 then under "**Context**" 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 on page 3 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).

When a decision has been taken on your request, you will be informed via email. After opening MyPMO, just click on the bell top right, and you will see the decision. You can download it by clicking on the ⬇️ symbol bottom left.

6. If you want to request <u>**DIRECT BILLING**</u>, select "Direct Billings" on the Welcome Screen. **NB:** First check that the clinic will accept a letter of Direct Billing from JSIS – if not, do not request Direct Billing. You may choose instead to ask for an Advance if required.

If the clinic accepts Direct Billing, 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. NB: If the care provider does not have an agreement with JSIS, you must fill in the required details. When you have finished, click **"NEXT"** bottom right.

Now under "**Category**", select the relevant option (Hospitalisation, High and/or repetitive medical costs or Convalescent, nursing home ..) and fill in the requested details.

Under "**Reason"**, select the relevant category and fill in the requested details – check that the date and currency is correctly indicated or change as required or tick "Price is not available". If a Prior Authorisation was previously granted, select the relevant PA by clicking on "Select".

You will now be asked to attach supporting documents, either by scanning them (with a mobile device) or selecting a file already saved on your device, as explained above.

For each document, you will have to indicate which type of supporting document you are attaching. At the end, you must 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).

7.   To request **RECOGNITION OF A SERIOUS ILLNESS**, select "Serious Illness recognition" on the Welcome Screen and click on the 🟡⁺ (bottom right) to get started. "Start date" will by default be filled in with the date on which you fill in the form, but you may choose an earlier date if the medical diagnosis is dated earlier. If you are requesting an extension, activate the button on the right and click "**Next".** You will then be asked to attach supporting documents, either by scanning them (with a mobile device) or selecting a file already saved on your device, see point 1 above.

8.   To request a new invitation for a **HEALTH SCREENING**, select "Health Screening Requests" on the Welcome Screen. You will see a list of all your previous health screenings, in no particular order! Click on on the 🟡⁺ (bottom right) to get started.

You will not be able to request a new invitation until two years have passed since your last visit – keep a note of the date of that visit! If your date is **not yet up**, you will see only a faint **arrow** at the end of the line:

Programme 3 for women over 60 years with a periodicity of 2 years
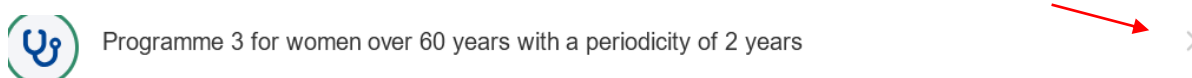
Clicking on it will just call up your previous invitation, which is no use to you.

If, however, you see a ⊕ at the end of the line, you may request an invitation:

Programme 3 for women over 60 years with a periodicity of 2 years

Click on the ⊕ and fill in all the required information. Note that the invitation will be valid for 18 months.

9.   Under **My Rights**, only the option **PAY / PENSION SLIPS** is currently used. MyPMO enables you to view your monthly pension slips many years back. Unless you (or your

deceased spouse) worked for the European Parliament, Court of Justice or the EESC, you will also be able to view your old pay slips from your time in activity (select either "Activity" or "Pension"). Selecting "All" enables you to search for a specific year.
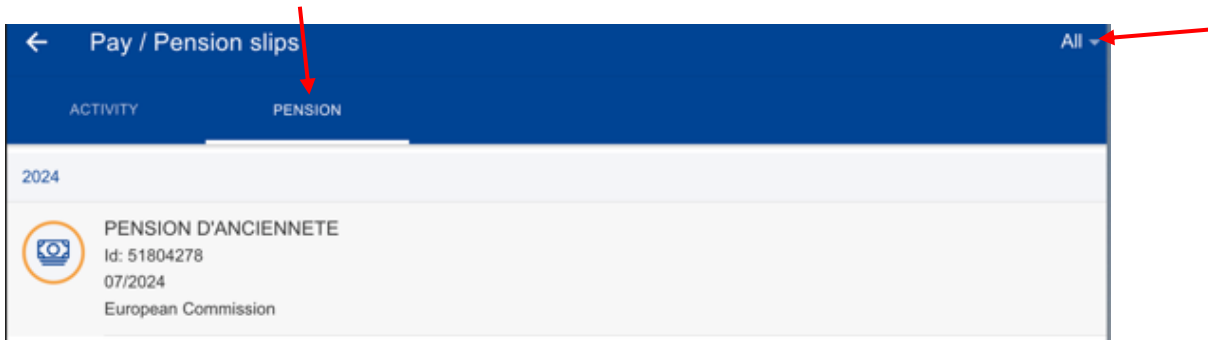
You can select to download your pension slip by using the usual symbol (bottom left on the slip).

As with JSIS online, MyPMO will not remain accessible in case of inactivity. You will see the screen below:
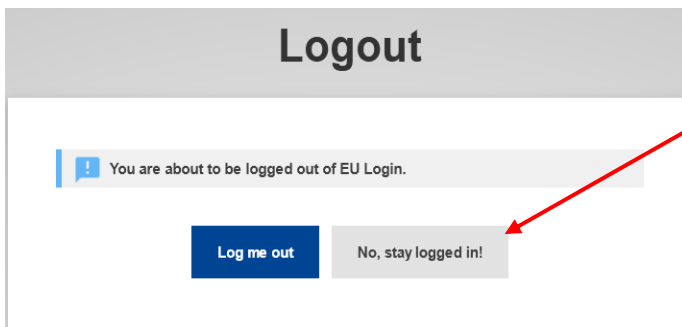
Try just **clicking on "No, stay logged in"** – in many cases, that will be enough to start MyPMO again, without your needing to authenticate again via EU Login!

If you just wish to log out before the logout screen appears, click on the "burger" top left on the Welcome screen and click on **"Logout"** next to your name at the top.