

WOULD YOU LIKE TO ASK A QUESTION TO PMO ABOUT AN ACCOUNT SHEET OF MEDICAL COSTS ?

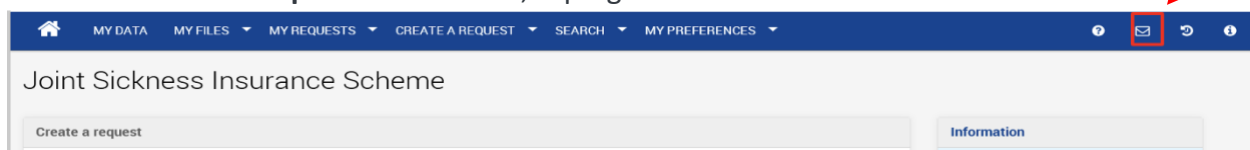
Would you like some clarification regarding a (non) reimbursement?

Depending on which app you are using, here's the easiest way to send your question.

→ First of all, **take note of the account sheet number and the scanner reference** of the initial reimbursement claim, for instance account sheet 361 & scan.ref 240909.F79603A

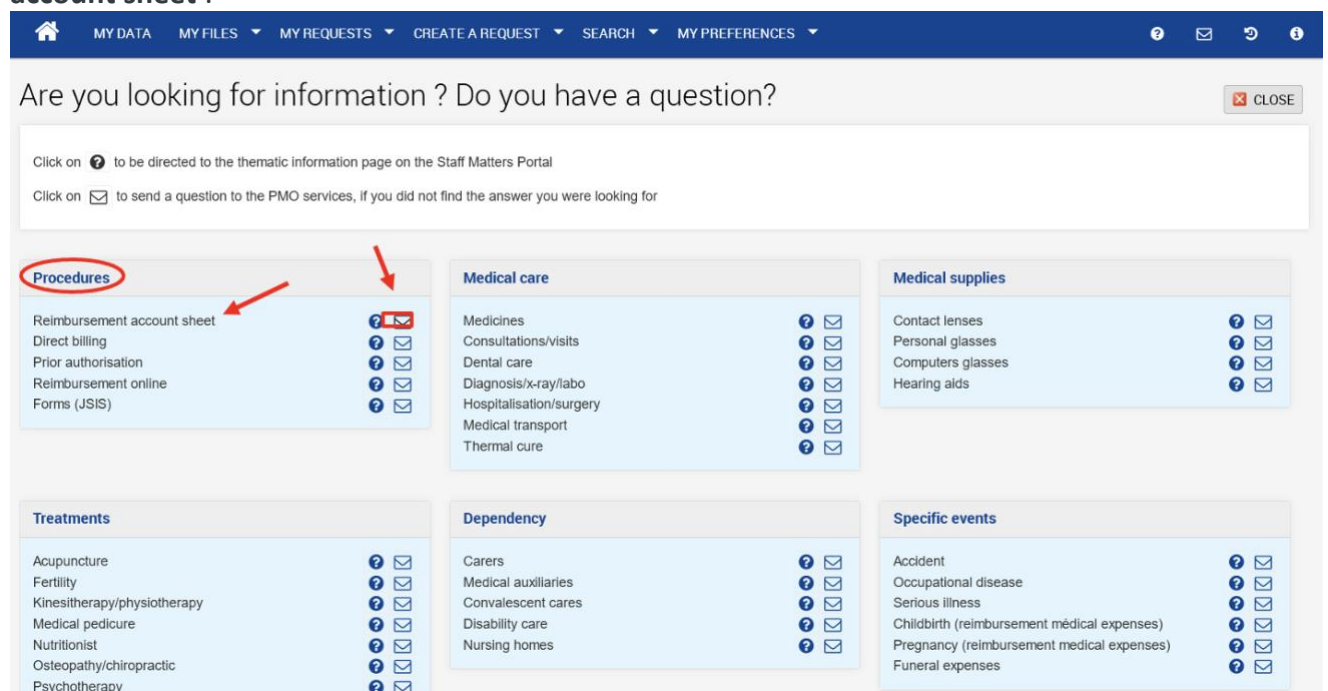


→ Click on the envelope in the blue bar, top right of the screen to see 'Contact PMO'



That will take you to a page with lots of subjects, see below.

→ In the left column under 'Procedures' click on the envelope icon close to 'Reimbursement account sheet'.



→ A form will open, allowing you to enter your question. See the instructions below, under the heading '**FILLING IN THE FORM**'

IF YOU USE "MyPMO"



→ Click on  on the top right, just below the blue bar at the top of the Welcome Screen:



→ Scroll down and click on the 'JSIS Online' link

User guides

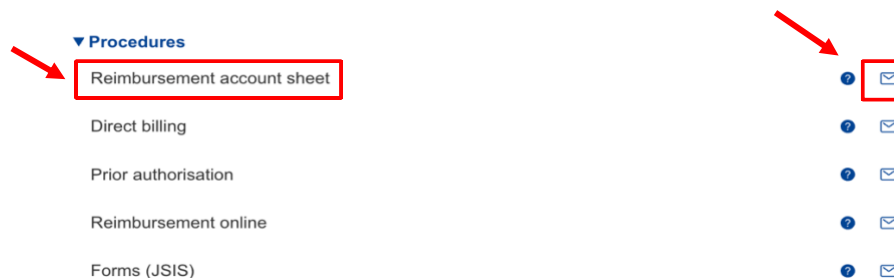
-  [MyPMO General features](#)
-  [My Financials](#)
-  [My Health](#)
-  [My Rights](#)
-  [FAQ](#)

Contact us

For questions about your rights and regulations please contact:

-  [JSIS Online Help](#)

→ You will see a table of subjects. Clicking on a subject will show a number of subheadings. Click on 'Procedures' and then on the **envelope** to the right of 'Reimbursement account sheet'



→ A form will open, allowing you to enter your question as described below:

FILL IN THE FORM

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 have to insert the scanner reference and under '**Subject**' the account sheet number.

Then type your question in the **Description**.

Confirm underneath unless if the Privacy Statement has already been approved.

No need to attach any files, as the PMO already has your original expense claims and account sheets.

Finally click on « **Submit** » to the right to send!

Account sheet and reimbursement procedure



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



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

Important: Before submitting your request, make sure you've read the information in the "Related Articles" section below—if you've already done so, you can go ahead and submit your request.

* Topic request



Reimbursement account sheet



* Beneficiary

Martine

* Reference

260428.F77541A

* Subject

Account sheet 841

* Description

Rich text editor toolbar: Undo, Redo, Paragraph, Bold, Italic, Text color, Background color, Bulleted list, Numbered list, Decrease indent, Increase indent, Link, Unlink, Image, Source code, Full screen.

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](#)

You have already accepted the Privacy Statement.

Maximum file size is 1024 MB but please avoid attachments above 15MB.

Supported formats are jpg, jpeg, png, bmp, docx, doc, xlsx, xls, pptx, ppt, odt, pdf, xps, oxps, txt, msg

Add attachments

Submit

- ➔ You will receive an email from EC-SERVICENOW@sn.mail.ec.europa.eu acknowledging receipt of your request and giving you a **reference number** similar to [HRC1408566](#)
- ➔ Later you will receive another email with PMO's reply. To read the reply, just click on the link with the reference number. To read the answer, click on the '**Activity**' tab.
- ➔ All correspondence regarding your enquiries can be found via the option « **Pensioners' portal – My Requests** » from the menu **MyRemote** : <https://myremote.ec.europa.eu>

If you have any further questions about the JSIS, just follow the same procedure. Click on the icon  to the right of the topic. Often, the information provided will already answer your question. If not, click on the envelope icon and fill in the form as shown above.

Good luck!