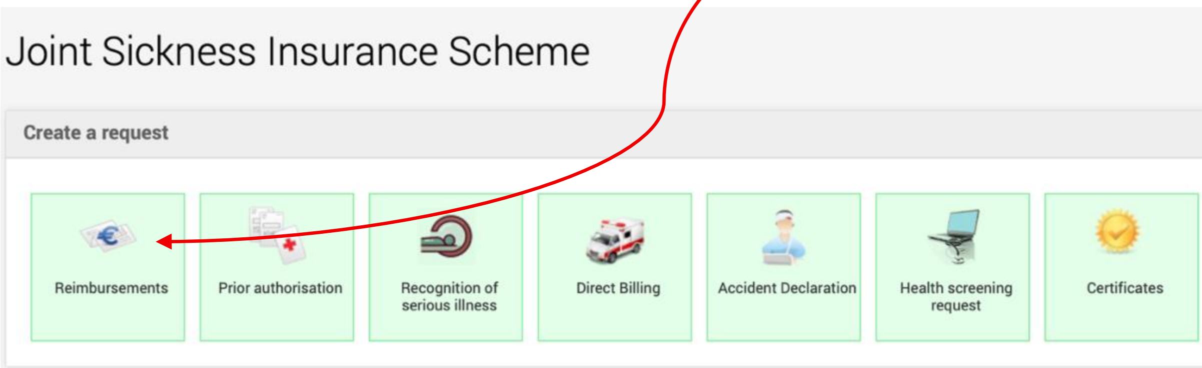
How to submit a claim for reimbursement for medical expenses in JSIS online

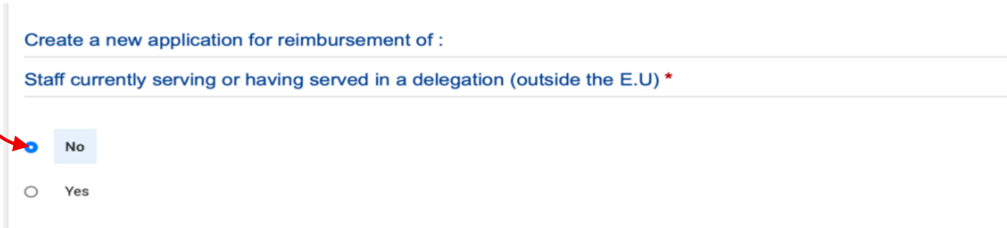
Prior advice

*First of all, you are advised to **scan** all your and **them a relevant name** according to its content (e.g.: GP+date, CARDIO+date, FISIO+date. Please note that each file must be less than 10Mb in size and that only PDF, JPG, JPEG, TIFF, BMP and GIF files are permitted.*
Do remember to make a note of the folder where these supporting documents are stored.
*Beware! Each claim (whether online or on paper) is limited to **5 lines of expenditure**. However, there is no limit to the number of claims you can submit in a row.*

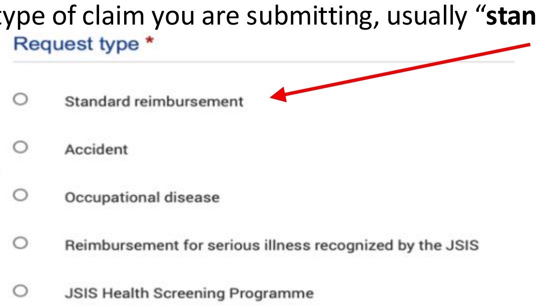
➔ Having scanned your supporting documents, click on "**Reimbursement**" under the heading "**Create a request**".



On the next screen, '**Create a new reimbursement claim'**, confirm that you are **NOT** assigned to a delegation (outside the European Union). Even if you were, whilst you were working within the Institutions, you must answer '**No'** here



➔ Then you have to specify what type of claim you are submitting, usually "**standard reimbursement**":



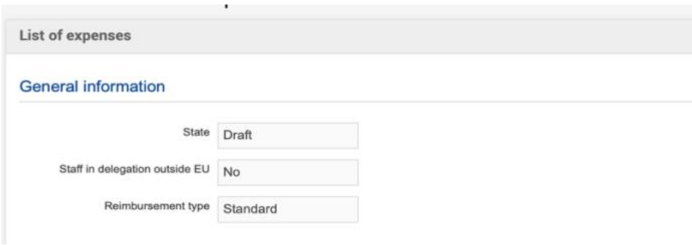
Please note: If you do not have a **JSIS recognised** serious illness, the line will be grey, otherwise you will be able to choose the serious illness to which your expenses relate.
If an accident or occupational illness during your working life is concerned and **if recognised by the JSIS**, you must indicate the date of the accident or of the recognition of the occupational illness,

then click on. NEXT.

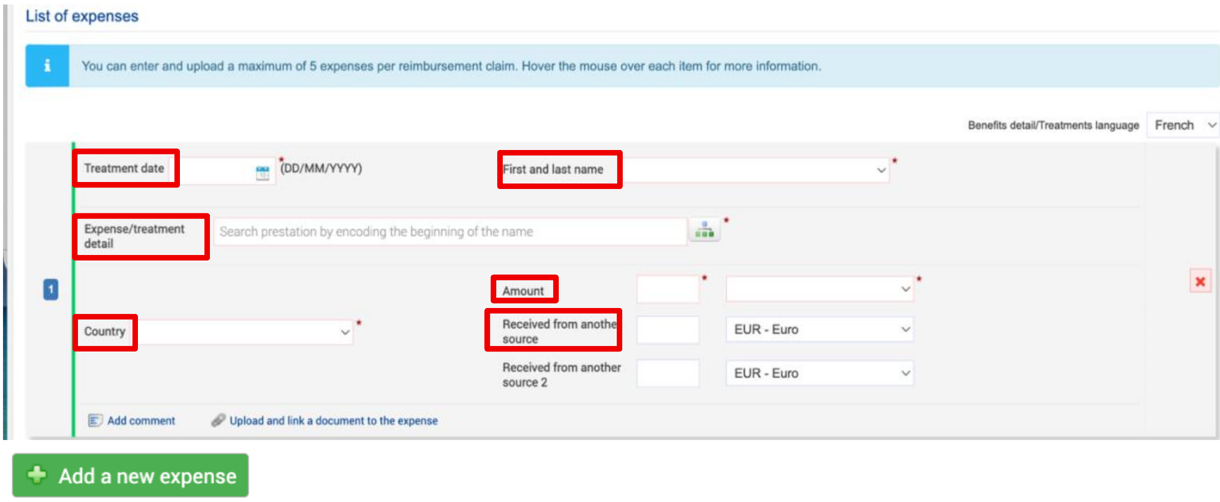
At the top of this screen the

data you have already chosen

will appear



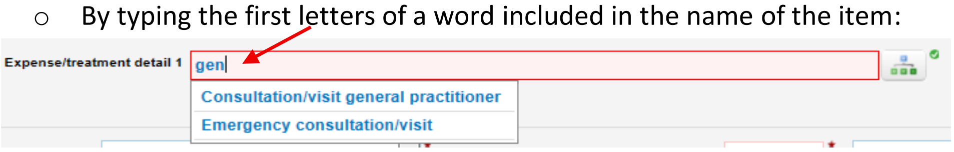
In the lower part of the screen, you can now introduce the medical services, one by one:



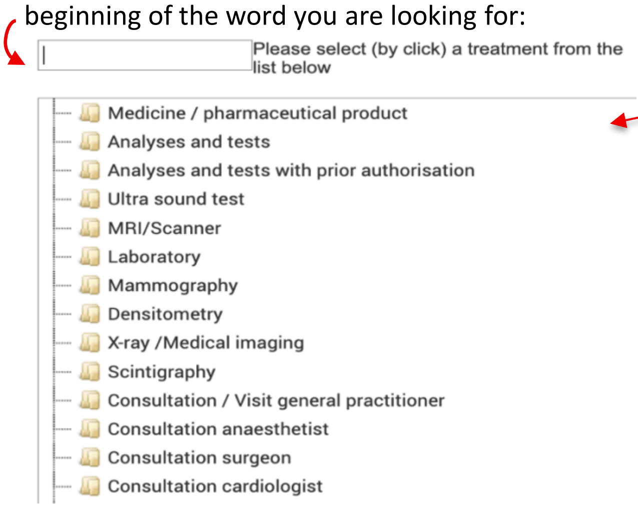
➔ Complete the information linked to an item (date, beneficiary, details of the item, country, amount, amounts perceived elsewhere (from a national sickness insurance primary fu), etc. For some icons and labels, additional information is displayed when you hover your mouse over them.

➔ There are different ways of choosing **the exact name of the medical service**:

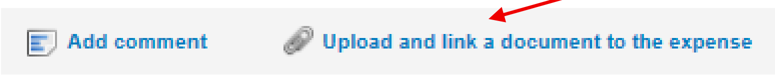
- By typing the first letters of a word included in the name of the item:



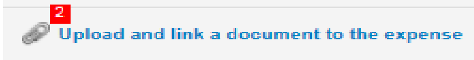
Or by clicking on the tree at the righthand side  in order to choose from the proposed list OR type the beginning of the word you are looking for:



➔ You can add a comment if you wish (not compulsory) and should then **upload and link the supporting document**. The comment will appear # in red



➔ You can upload **one or more documents for each separate item of expenditure** (e.g. prescription physio + certificate physio). The number of uploaded documents appears in red.



➔ Please note that it is possible to **upload one document covering all the items of expenditure of your claim together** at the end: 

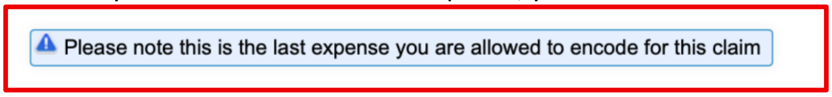
In both cases, you must first select the folder containing the scanned supporting documents, then choose the relevant document. Repeat this process if there are several documents to upload.

➔ To add another item of expenditure, you can do it by clicking on the button 

situated just after the encoded service or on the button 

When you create a second item of expenditure, the country and currency last encoded appear automatically to save you encoding them each time. You can change them if necessary.

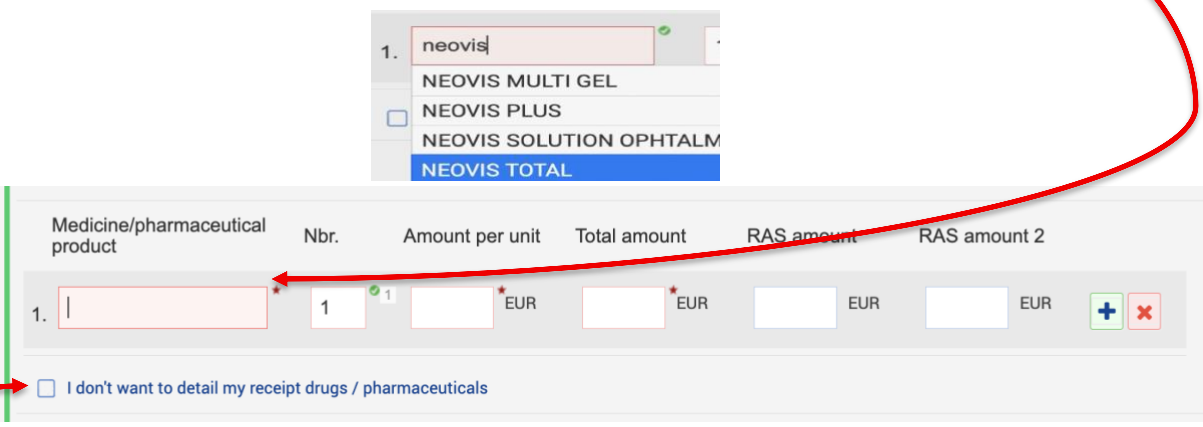
➔When you reach the 5th item of expense, you will be warned that this is the **last** item



➔ If you wish to erase one service, click on the red cross at the end of the line on the righthand side 

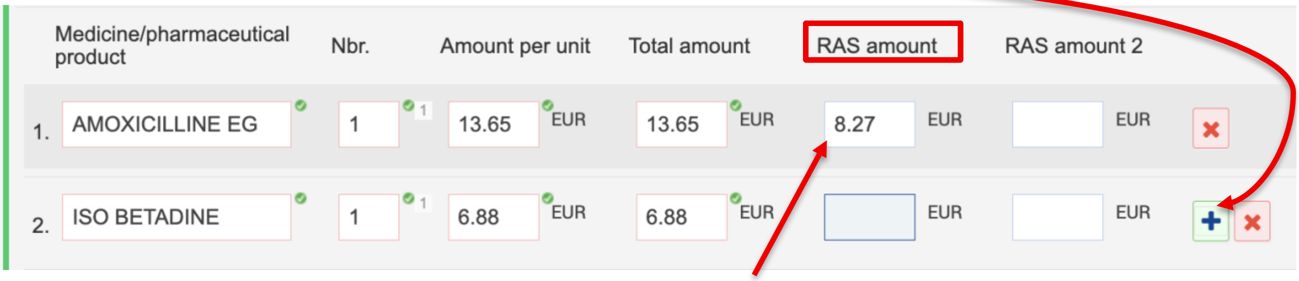
and confirm.

➔ **For medicines**, the procedure is slightly different: It is possible to enter one or more medicines (from the same pharmacy receipt) by entering the first few characters of the name in the '**Medicine'** field on the left, in order to search for them in the database used by the JSIS, as shown here



If you click on the option '**I do not wish to provide a breakdown of my prescription receipt'**, simply enter the total amount on the receipt. The detailed entry will be carried out by the PMO; please bear in mind that this may take a little longer to process.

To add a medicine, right-click on the + at the end of the line



If a partial reimbursement has been granted by a national primary health insurance fund, this should be indicated under 'PPA amount' (= perceived elsewhere)

➔ It is important to note that even if the name of a medicine does not appear in the list provided, the PMO may still issue a positive or negative opinion regarding its reimbursement. So please do not hesitate to add it.

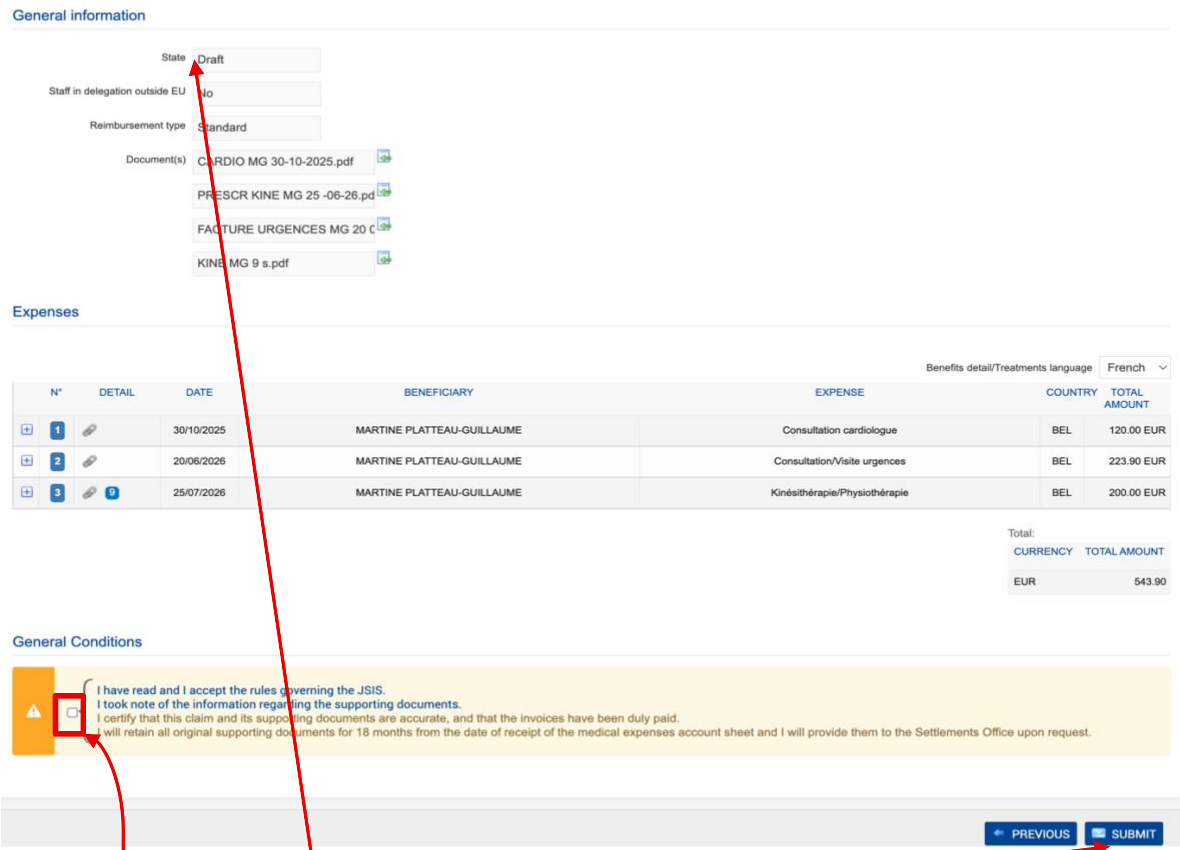
➔ If a service needs to be deleted, click on the red cross at the end of the line on the right & confirm

*Once you have entered all the claims, the bottom of the screen displays a list of the supporting documents you have uploaded, along with the claims to which they are attached. You can still **view** or **delete** the documents using the icons at the end of each line on the right*

For those entering a medicine or medical service subject to 'prior authorisation', a screen will appear showing the prior authorisations granted to them, along with their periods of validity. They will then need to click on the authorisation corresponding to the service or medicine entered in the claim form.

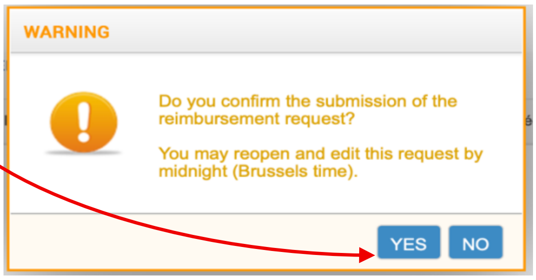
➔ **When you have completed the encoding your clam, click on** NEXT

The screen displays a summary and the option to submit: Status, Delegation (Yes or No), Type of reimbursement, and the name(s) of the supporting document(s) attached. The second section summarises all the services in the order in which they were entered, along with a range of details:



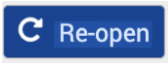
➔ Your request is still in **draft** status. If everything is in order, you should now read the general conditions by clicking on box and then click on the **Submit** button.

Click '**YES'** on the screen stating that the application can be reopened and amended until midnight (Brussels time). Further information is available at https://aiace-europa.eu/site-content/uploads/2026/07/ROUVRIR-DR-RCAM-EN-LIGNE-MyPMOv2.pdf

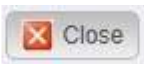


Congratulations! Your claim for reimbursement has been submitted to the PMO.

You can reopen or print this Reimbursement Claim by clicking on the relevant buttons



and, of course, close the module using the button



Your claim will then appear as a Pending Reimbursement Claim in the '**My requests**' section and under '**Reimbursement'**.