Users’ Office
Users’ Office news

Renovation of the Users’ Office
Contract Modifications
Computing account for pre-registered Users
Health Insurance
Team Leaders course feedback

D. Chromek-Burckhart – Head of Users’ Office
Renovation of the Users’ Office

• The Users’ Office premises will be renovated
• The Users’ Office service will move to Building 510 for 2 months very close to building 500
• The Users’ Office will be closed for removal on
  Tuesday 14.03 – in the afternoon
  Wednesday 15.03 - all day
Information in on the Users’ Office web pages, in the reminders, bulletin, and other relevant places
Tools for User Contract Handling

All standard request for new contracts and contract modifications can now be made via electronic tools:

Pre-Registration Tool (PRT) for new contracts
  Also for people who do not have currently a contract with CERN but may have had one in the past

Contract modification and extension via EDH
  Functionality further extended and can be used for all types of contract modifications which lead to a contract as USER, COAS or VISC; thanks to a collaboration with HR, HR legal and FAP-AIS
    Contract extension
    Change of experiment for USERs
    Change of yearly average presence at CERN
    Change of participation institute for USERs
    Change of origin institute for COAS/VISC
    Change of category of association (or from MoP to USER/COAS/VISC)
    Change of organic unit

The Users’ Office Service remains available to handle special cases
Computing account for pre-registered Users

• Pre-registered Users can now open a CERN computing account provided that the pre-register via PRT.
• They can thus follow remotely before their arrival for example the computing course and the online safety courses
• When the pre-registration via the PRT tool is accepted by the Users’ Office then the User receives an email with the relevant instructions.
• This feature could be implemented thanks to the fruitful collaboration between several departments (EP, AIS, IT, SMB)
Health Insurance

Alianz World Wide Care:

- AWC reports that the health insurance was used in a normal way during the last 12 months; 3 costly cases; no abuse
- The review of the insurance plan takes place yearly and with effect of 1\textsuperscript{st} of April. A year ago, an increase of another 50% was predicted for 2017 (see slides from March 2016)
- Thanks to excellent negotiations of the brokers, the increase will be 15% only.
- They propose a series of alternative cost reduction options:
  - Out-patient benefits
    - €100 Out-patient deductible: -5%
    - €200 Out-patient deductible: -9%
  - If a 10% co-pay (with €500 max.) was applied to IP claims only, and the out-patient(OP) co-pay was left as 10% with no cap = -4% reduction.
  - Offer a reduction of all the OP benefits in the TOB that are currently 90% refund to 80% (ie the current OP co-pay is increased from 10% to 20% (no cap):= -3% reduction

Does ACCU recommend any of these options and if yes, which ones?
Team Leaders course

An email was sent to the ACCU delegates including the link to the course.
Do ACCU delegates want to comment?
Thank You