Users’ Office
Users’ Office news

Health Insurance
Administrative matters
Users’ Office statistics

D. Chromek-Burckhart – Head of Users’ Office
Health Insurance

1st of April: Annual renewal date of the Health insurance plan with Alianz Partners Healthcare

Meeting on 1st of March with the insurance partners, Carmelo Saitta and the insurance brokers from Kessler and Antae

- Alianz Partners Healthcare shares the statistical data of the past year with us
- Good contact throughout the year via the brokers
- 2-3 cases occurred and were followed up promptly and to the entire satisfaction
- Occasionally the rotation of staff at their help line can lead to incorrect information
- The insurance has made an ex gratia payment for a prescribed medical aid
Insured Population and Claims

- 52.7% between 25 and 34 years of age as predicted
- Claims:
  - 87% Switzerland
  - 8% France
  - 3% Spain
  - 1% Italy
  - 1% Germany

Expat: 8%
Spouse: 14%
Child: 78%
Health Insurance - Improvements

Possible improvements were brought up by MPAs during the year, forwarded and discussed:

- 12 month subscription option – current options retained (30, 60, 90, 120, 150, 180 days)
- Regular health checks included – would include a significant price increase
- Vaccination
- Option for a family package or reduced child pricing
  ✓ Prescribed medial aids now included
  ✓ Automatic reminders at the end of contract
  ✓ FAC
  ✓ Price decrease by 8%: 260 Euros/month compared to 288 Euros of last year

Average numbers of subscribers: 227 (212 previous year)
Administrative obligations of Users

Some reminders
In relation with the host states agreements & with CERN rules:

- Users have the obligation to update their
  - local address, even if temporary
  - family situation (declare if a family member does not live with the User any more)
  - emergency contacts

Users who live in Switzerland

- have the obligation to request a French card
International SOS

CERN has signed an agreement with International SOS service offering assistance in particular for countries of risk

- Provide detailed and up to date information about the country
- Assist in case of problems

This service may apply to Users who are on duty travel in the framework of a collaboration with CERN:

- An EDH travel request must be filled and signed by the team leader
- Information is free
- In case of an incident, the handling is charged to the institute
Number of USERs 2000-2017
Accumulated number of USERs who were registered in the given year

USER: MPA of CERN category USER
Number of short term contracts (less or equal to 3 months) provided in the given quarter from 2011 to 2017.
Users Office Service

12236 Users
CERN personnel statistics 31.12.2017

13995 Users throughout the year 2017

Users Office had **12012 visitors in person** during the year 2017

The maximum of 112 visitors on 3\(^{rd}\) of April 2017

Back-office work:
- handling of contracts via electronic tools, communication via email and phone,
- change management
Thank You for your collaboration the past 7 years

There will be a smooth transition and I wish Michael Hauschild a very good success