Users’ Office News

- Access for (dependent) Children of Users
- Allianz Health Insurance for MPAs
- Deadlines personnel statistics report 2018
CERN Access for (dependent) Children of Users
CERN Access for (dependent) Children of Users

- **Reminder**
  - only dependent children get family card and have CERN access rights
    - change in access check for family cards (already since November 2017)
    - “beneficiary flag” in database is checked for children → defines BOTH dependency AND beneficiary status
  - this flag is not set for children of Users
    - no need so far: Users are no beneficiaries of CERN family allowances
  - → children of Users have lost access through turnstiles
    - but entering CERN still possible if accompanied by their parents in the car if they present their family card to the guards

- **New since 1 September**
  - no issue of new family cards if “beneficiary flag” not set
CERN Access for (dependent) Children of Users

- Agreement on procedure for children of MPAs reached
  - until 20 years of age
    considered dependent → access by default
  - from 20 – 25 years of age
    → no access by default, needs to be requested by MPA
    form to be filled/signed by the MPA, declaring that the child is dependent
    no school certificates needed!
    verification by Users’ Office (for USER, COAS, VISC)
    → access granted (validity 1 year)
  - more than 25 years of age
    → no access

- Procedure is being implemented this morning
- see also admin e-guide on CERN access card
Allianz Health Insurance for MPAs
Allianz Health Insurance for MPAs

- Available since 1 April 2015 for Users (MPAs)
  - Conditions and benefits fulfill CERN’s requirements
  - MoU but no legal bindings between CERN and Allianz
  - Regular meetings between stakeholders to review and discuss issues, benefits, prices

- Annual renewal
  - with possible changes of conditions, benefits, prices
  - next period: 1 April 2019 – 31 March 2020

- Meeting on 1 November
  - CERN, Allianz, (CERN’s) insurance brokers (Kessler), ANTAE (service provider)
Allianz Health Insurance for MPAs

- **Statistics (as of 01/10/2018)**
  - **Policyholders**
    199 MPAs + 50 family members = 249 total → a (too) small number of policies
    majority between age 20-39 (76%)
    1/3 female
  - **Claims spent**
    Switzerland: 94%, France: 5%, all other countries: 1%
    → 2x more payments in current year w.r.t. last year (a few expensive cases)
**Allianz Health Insurance for MPAs**

- **Issues discussed**
  - General satisfaction survey launched in fall
    very low response (<10%), reminder sent
    → results available by mid-December
  - Possibility of 12-months contract + (automatic) renewal
    so far: 6-months max., after that new contact (no renewal)
    would demonstrate Allianz’ long-term commitments
    → difficult discussion, Allianz will check, but no rush
**Allianz Health Insurance for MPAs**

- **Complaints**
  - Policy for newborns start at the same date as policy of the mother (not at the date of birth)
    - payment of fees for newborns before they are born
    - technical issue at Allianz
    - *prorata* reimbursement on a case-by-case basis
  - Only hospital general (public) ward is covered (same as at CHIS)
    - supplement for semi-private or private ward to be paid by policyholder (costs can be rather high)
    - *policyholders are not well aware, better communication planned*
Allianz Health Insurance for MPAs

- **Asked pricing options for**
  - routine visits, examination or preventive measures for newborn and children
  - vaccination
  - ceiling of out-of-pocket expenses to max. 3000 CHF per claim for (semi-)private ward (as in CHIS)

- **Asked feasibility for special agreement with La Tour**
  - closest and most frequently used hospital
  - aim for similar agreement as with CHIS (but not easy to achieve)
Allianz Health Insurance for MPAs

• Plans
  • more policyholders needed!
    product not well known by Users/MPAs
    flyers distributed at Users’ Office and LHC experiments’ secretariats
    general information on Health Insurance on Users’ Office pages
    with link to information from Allianz
    → but CERN cannot do ”aggressive” advertisement
  • pricing options will be available in January
  • to be discussed/approved at March ACCU meeting
Deadlines personnel statistics report 2018
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• Annual personnel statistics reports reflect the personnel statistics as of 31 December of the previous year
  • Users are a special case: have grace period of 2 months after end of their contract for extension
  • retrospect changes of User status can happen up to 2 months later
  • hence, database for annual personnel statistics reports was frozen on 1 March in the past
Deadlines personnel statistics report 2018

- **New in 2019**
  - database will be frozen earlier
    - planned earlier release of statistics report
  - deadline for retrospect changes: 18 January 2019
  - any changes after that date will not show up the personnel statistics
  - however, only small effect expected
    - numbers may differ by <1%