eClaims – Instructions
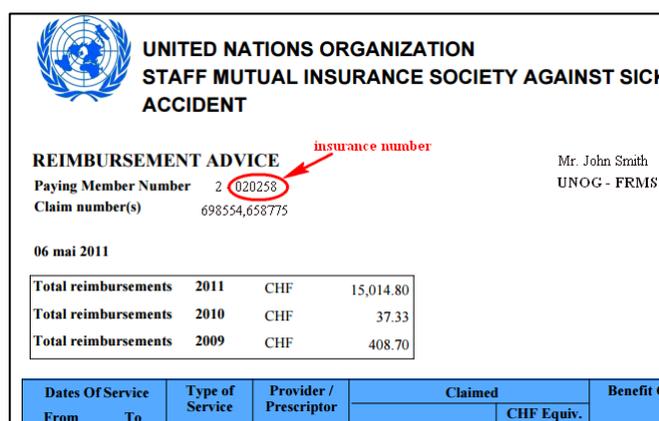
How to log in to your eClaims account?

1. Access the UNSMIS eClaims portal by clicking on the following link:

   https://unsmis-eclaims.unog.ch/nhiis-eClaimsPortal/

2. Use your credentials to log into the portal. You will need your **insurance number**, your **username** and your **password**.
   a. The **insurance number** can be found on your insurance card or on your reimbursement advice.

   b. If you have forgotten your **password**, you can click on the link (**1**) to reset it. If you cannot find your **username**, you can click on the link (**2**) to request it from the support team.

How to submit an online claim?

1. Once on the home page, click on the **Submit a Claim** tab.
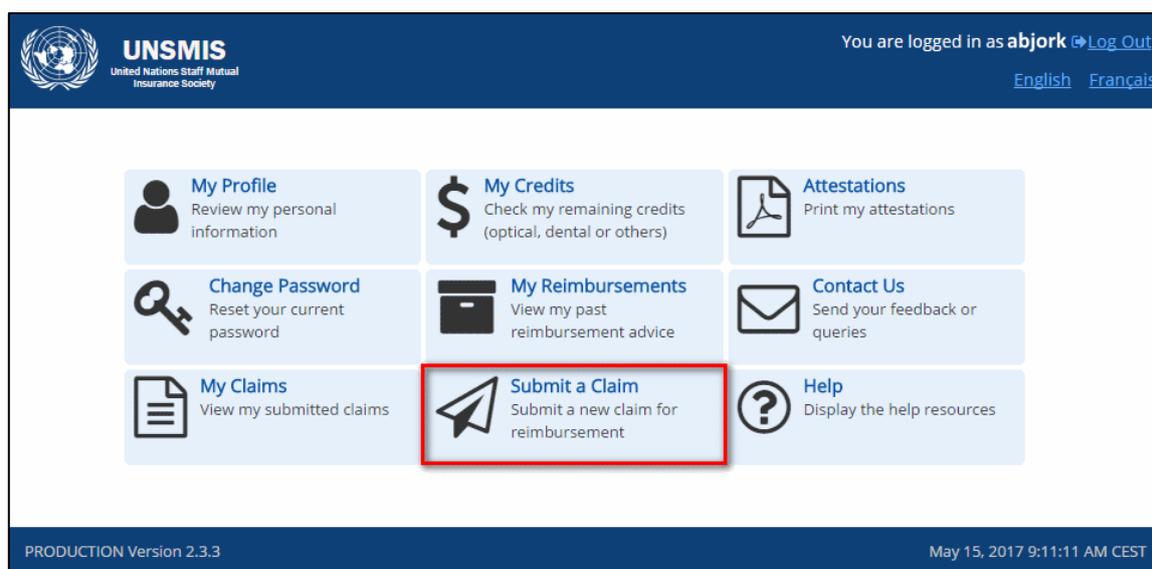
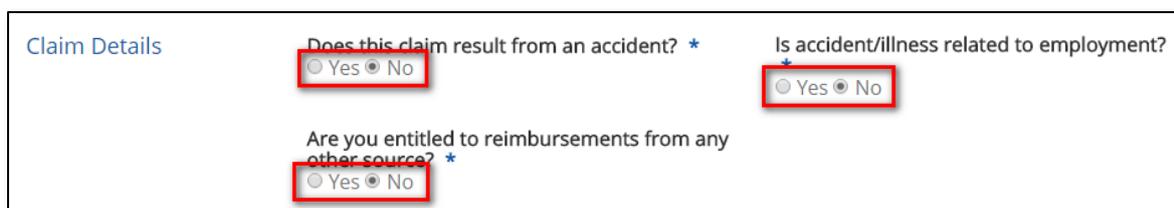💡 *Please inform UNSMIS if, while using the eClaims portal, you discover that any of your information is outdated. You can do so by using the **Contact Us** form easily available from the home page.*

2. The online form is similar to the usual paper form except that most of the information will already be filled in. In the **Patient** drop down list, select the person for whom you are claiming medical expenses and verify that the updated information on the right is correct.
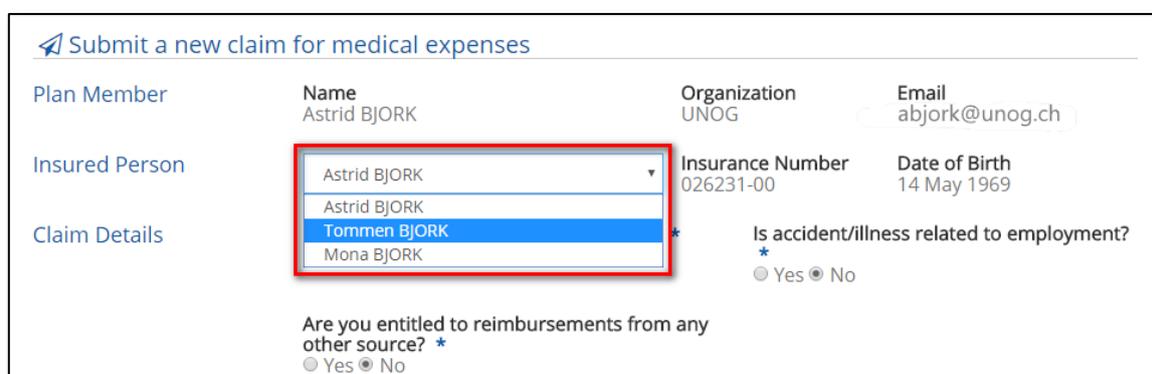
3. In **Claim Details**, answer the three questions as you would normally do on the paper form. Note that:
   a. For claims related to accidents, you will need to attach a *Declaration of Accident*, the template for this can be downloaded directly from the current form;
   b. At this time, claims for accident/illness related to employment cannot be submitted online and will have to be submitted using the paper form.

4. In **Amounts claimed**, enter all the details of each invoice you will submit: date of invoice, currency, amount, nature of expenses and if appropriate, any additional information.

Amounts claimed					
Date of Invoice *	Currency *	Amount *	Nature of Expenses *	Additional information	
20-12-2016	CHF	120	Medical Care (docto ▼		🗑 Delete
21-12-2016	CHF	85.5	Pharmaceuticals ▼		🗑 Delete
			Hospitalization/Cure ▼		🗑 Delete

💡 *By default, four rows are displayed but you can add more using the **Add invoice** link or remove existing rows by using the **Delete** link.*

5. Next, scan the original version of each paper invoice and upload the files to the **Attachments**. You can click on the **Upload a file** button or just drag and drop the files on the blue zone.

Attachments
Please attach all invoices related to this claim below. It is better to scan the invoices one by one as it will accelerate the processing. *
The maximum size of each attachment is 2MB. Valid file types are .pdf, .jpg, .jpeg, .png, .gif

Upload a file

invoice 1.jpg
53.4kB 👁 🗑

invoice 2.png
41.8kB 👁 🗑

💡 *To facilitate the processing of your claim, each attachment should contain only one invoice and its supporting documents (prescription, proof of payment, etc.)*

6. Enter any additional information regarding your claim in the **Remarks** field.
7. **Save the claim as a draft** to be submitted later (**1**) or carefully review and then **Submit** the claim immediately (**2**) to UNSMIS for processing. Once you have chosen to submit it, the system will ask you to review and accept the conditions of use.

1　　　**2**
💾 Save as Draft　✈ Submit

⚠ *Please remember:*
- *A separate claim for each insured person in your family is to be submitted, if appropriate;*
- *You must submit reimbursement claims no more than 12 months after the billing date;*
- *If you claim pharmaceutical expenses, it is important to attach to your prescription the till receipt or the receipted bill providing proof of purchase.*

Frequently asked Questions

- How can I review claims I have submitted?
  - ➢ From the home page, click on the **My Claims** tab to display a list of your claims, locate the claim you want to review and click on the **Show** link.

- How can I monitor the processing of my claim?
  - ➢ From your list of claims, locate the **Status** column:
    - i. *Under consideration* means that the claim is being treated by UNSMIS;
    - ii. *Processed* means that the claim has been treated by UNSMIS;
    - iii. *Rejected* means that you need to take action on the claim and re-submit it.
- May I save more than one draft?
  - ➢ No, **only one draft** is allowed.
- My claim has been rejected, what should I do?
  - ➢ From your list of claims, locate the rejected claim and click on the **Edit** link. From the claim form, read the correspondence from UNSMIS, perform the appropriate modifications and re-submit.
- May I modify a claim that is already submitted?
  - ➢ No, like the paper form, once sent, it can no longer be modified.