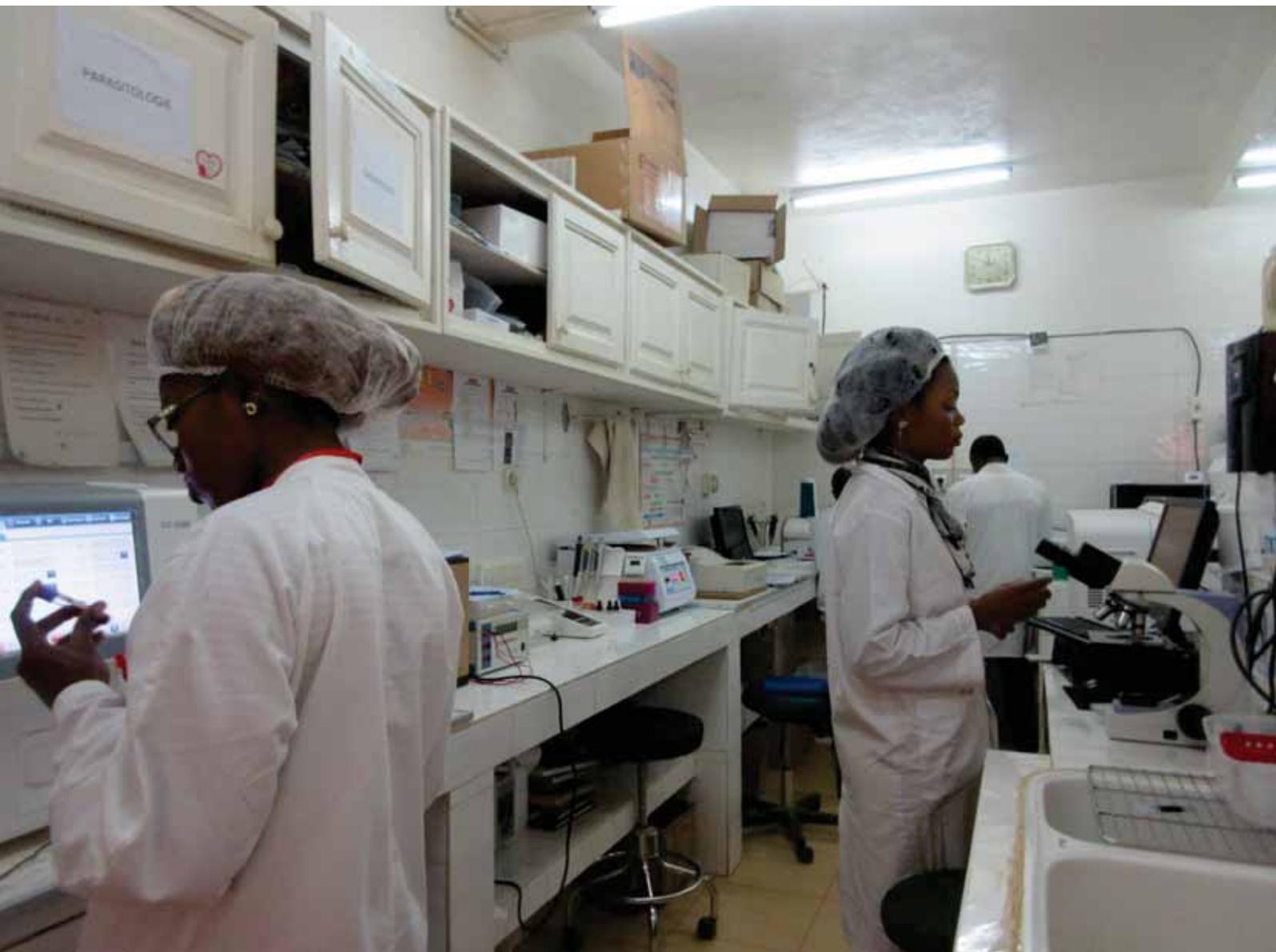




Your Practical Guide to IMS Groups Extranet



www.msh-intl.com





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1. MSH INTERNATIONAL

This guide provides you with information on the services offered by MSH International as well as the new procedures to manage the assistance of IMS members.

In addition, we recommend that you read the following documents available on your IMS/MSH online extranet: www.entraide-missionnaire.com/en/extranet-en.

- **Services guide:** it provides you with information on IMS services and includes a schedule detailing the different assistance options;
- **List of healthcare providers registered with IMS:** these healthcare providers accept direct billing (in whole or in part) and provide you with quality services at reasonable and preferential rates.

2. YOUR DEDICATED CONTACTS

Subject	Email address	Telephone number
Registrations, contributions	emi@msh-intl.com	from 9am to 6pm (CET): Michaël COLASSE: +33 1 44 20 97 03 Annabelle CORREIA: +33 1 44 20 96 44 <u>24/7:</u> +33 (0)1 44 20 98 55
Extranet Assistance	emi@msh-intl.com	from 9am to 6pm (CET): Michaël COLASSE: +33 1 44 20 97 03 Annabelle CORREIA: +33 1 44 20 96 44 <u>24/7:</u> +33 (0)1 44 20 98 55
Medical network / Search for a medical facility	emi@msh-intl.com	<u>24/7:</u> +33 (0)1 44 20 98 55
Requests for assistance	emi@msh-intl.com	<u>24/7:</u>



		+33 (0)1 44 20 98 55
Hospital precertification agreements	precert@msh-intl.com	24/7: +33 (0)1 44 20 98 55
Health evacuation	medical@msh-intl.com	24/7: +33 (0)1 44 20 98 55

Your Section remains available for any questions you may have (excluding regarding administration).

3. YOUR IMS/MSH ONLINE EXTRANET



In this extranet, you can:

- Manage your members (registration, transfer, deregistration),
- Download the list of your members in Excel format,
- Download member cards and certificates of assistance with medical coverage,
- View and download your services guide and practical guide,
- Submit your requests for assistance,
- Check the progress of your requests for assistance in real time,
- View and download in PDF your members' assistance statements from the last 24 months,
- View the medical facilities belonging to the IMS/MSH network.



3.1. HOW TO ACCESS YOUR EXTRANET?

- Log in to the IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en
- Select your language 
- Enter the login details sent by MSH International at the time of your group's membership.

3.2. LOGIN DETAILS FORGOTTEN



- Contact your Group Manager, your Section Manager or your IMS/MSH International dedicated team at emi@msh-intl.com. They will reset your login details.

3.3. LOGIN DETAILS NOT RECEIVED



- Check your spams.
- If you still cannot find your login details, contact your Group Manager, your Section Manager or your IMS/MSH International dedicated team at emi@msh-intl.com. They will reset your login details.

3.4. REQUEST FOR CREATION / DELETION / MODIFICATION OF ACCESS



- Contact your Group, your Section Manager or your IMS/MSH International dedicated team at emi@msh-intl.com. They will create your profile and your temporary login details.

4. MEMBERS' ADMINISTRATION (registration, deregistration, transfer or modification)

For any questions regarding your members' administration:

- **By email:** emi@msh-intl.com
- **By phone between 9am and 6pm (CET):**
 - o Tel: +33 1 44 20 96 44 (CORREIA, Annabelle) or
 - o Tel: +33 1 44 20 97 03 (COLASSE, Michael)
- **By phone 24/7**, the non-dedicated MSH administration department:
+33 (0)1 44 20 98 55



Update the information on a regular basis and carry out your operations as and when required to lighten the workload due to the biannual control of members' lists and avoid retrospective adjustments of contributions.



To view your members' status or check any information you need:

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en, under **Administration / Members' administration**

Welcome to your IMS Area
FILLES DE LA CHARITE

Members' administration

Information

In this section, you can search for a member and perform different operations:

- Print a member card for a member.
- Deregister this member.
- Request a certificate of assistance with medical coverage for this member.
- Click here to get a certificate for a non-enrolled member leaving for a short-term mission (not applicable to the IMS).
- Transfer a member.

To do this, search for the member and click on the appropriate icon. You will then reach a new specific screen.

Search

Registration No.

Last name:

First name:

Group: -- All --

Option No.:

- Enter your member's registration number or their last name. Then click on the following button:



- You can now view your member's status or check any information you need.

4.1 REGISTRATION



You can register your members **8 months before they leave on mission**.
Their registration can only be effective **at the beginning of the quarter or the half-year**.

Registration carried out:	Effective date of registration:
until March 15	beginning of the half-year
from March 15 to June 15	registration effective in the next quarter
until September 15	beginning of the half-year
from September 15 to December 15	registration effective in the next quarter

For a successful registration, please check beforehand that all required information is accurate and valid.

Three registration modes are available:

4.1.1 Registration via your online extranet

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en, under *Administration / Register a member*



- Fill out all your member's information:
 - the option under which they must be registered,
 - their personal data (last name, first name(s), date of birth, nationality), etc.,
 - their country of mission,
 - the date on which they must be registered and, if you already know it, the date of deregistration,
 - for groups that have members with children (e.g.: Association of believers), children must be registered as the dependents of the registered mother by selecting the "Child" option.



- 24 hours after the registration, you will receive an email confirming the individual registration



- Upon receipt of this email, you will be able to view your member's status in your online extranet:
 - Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en, under **Administration / Members' administration**

MSH INTERNATIONAL

Welcome to your IMS Area
FILLES DE LA CHARITE

Members' administration

Information

In this section, you can search for a member and perform different operations:

- Print a member card for a member.
- Deregister this member.
- Request a certificate of assistance with medical coverage for this member.
- Click here to get a certificate for a non-enrolled member leaving for a short term mission (not available to the IMS).
- Transfer a member.

To do this, search for the member and click on the appropriate icon. You will then reach a new specific screen.

Search

Registration No.

Last name

First name

Group

Option No.

Search

- Enter your member's registration number or their last name. Then click on the following button:
- You can now view your member's status.

Or:

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en, under **Your options/groups**
- Click on **Export your selection**

MSH INTERNATIONAL

Welcome to your IMS Area
FILLES DE LA CHARITE

Your options

Search

Group

Option No.

Status

Export your selection

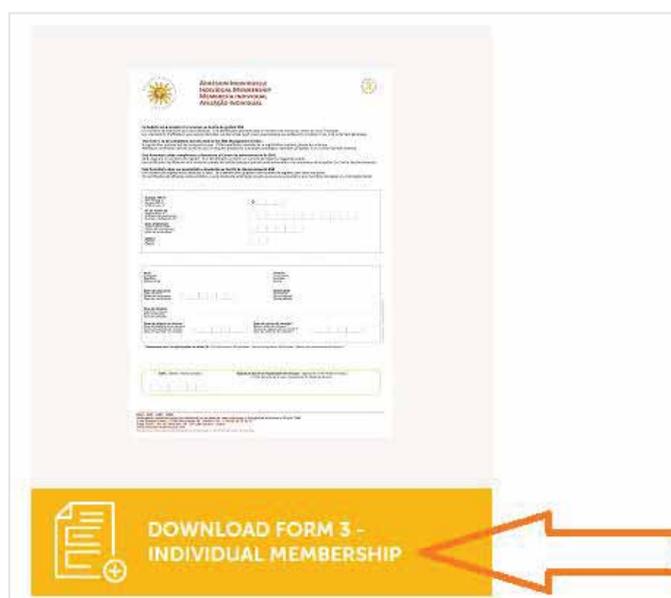
List of options

- You can now download the list of all your members.

4.1.2. Registration via the individual membership form

The individual membership form is available:

- on IMS website: <https://www.entraide-missionnaire.com/en> under *Documentary Resources / Documents & Forms*.



- or from your Section:

Fill out the form and send it duly completed by email to emi@msh-intl.com or by mail to your dedicated team in France using the following address:

MSH INTERNATIONAL

A l'attention de l'équipe dédiée EMI

23 allées de l'Europe

92587 Clichy Cedex – France



4.1.3. Registration via Excel file

- If you have 15 operations or more to carry out, **you can use a specific Excel file available:**
 - on your IMS/MSH online extranet at www.entraide-missionnaire.com/en/extranet-en under *Practical guides / Guide for Group Managers / Members' administration file*

Or

- by email, writing to: emi@msh-intl.com
- **Send this file duly completed to:** emi@msh-intl.com

4.1.4. Certificate of assistance with medical coverage

Once you have completed your registration, you can issue a certificate of assistance with medical coverage for your member.

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en, under *Administration / Members' administration*

MSH INTERNATIONAL

Welcome to your IMS Area
FILLES DE LA CHARITE

Members' administration

Information

In this section, you can search for a member and perform different operations.

- Print a member card for a member
- Deregister this member
- Request a certificate of assistance with medical coverage for this member
- Click here to get a certificate for a non-registered member (only for a short-term mission (see available to the IMS))
- Transfer a member

To do this, search for the member and click on the appropriate icon. You will then reach a new specific screen.

Search

Registration No.

Last name

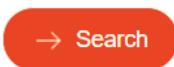
First name

Group

Option No.

→ Search

- Enter your member's registration number or their last name. Then click on the following button:



- Click on the *Certificate* symbol:





Results

Last name/First name	Registration No.	Country of mission	Group	Option No.	Effective date	Date of deregistration	Print	Download	Refresh	Close
...	FILLES DE LA CHARITE	...	01-Jan-2020	-				

- Check the box “Choose a member” and click on the button:

Confirm >

Certificate of assistance with medical coverage

1 Choose member(s) > 2 Host country > 3 Confirmation

Please fill out this form to receive a certificate of assistance with medical coverage for the member(s) of your choice.

Option No.	Group	Effective date	Date of termination	Assistance company
01-0190/OPT4/27 Zone D	FILLES DE LA CHARITE	01-Jan-2020	-	MSH MEDICAL TEAM

Choose a member

<input type="checkbox"/>	Member	Type	Date of birth	Date of registration
<input type="checkbox"/>	...	Member

Confirm >

- Select the country for which you would like to issue the certificate (**Important:** this country must match your member’s zone of coverage) and the language (7 languages available). Then click on the button:

Confirm >

Certificate of assistance with medical coverage

1 Choose member(s) > 2 Host country > 3 Confirmation

Please select your destination

Select the country for which you request a certificate of assistance with medical coverage. This country must match your member’s zone of coverage.

Country*

Preferred language for the certificate*

< Previous step

Confirm >

- Click on the button

→ Print the certificate of assistance with medical coverage

to print or download your certificate:



Certificate of assistance with medical coverage



Here is a summary of your request. You can confirm the request or edit it selecting the desired step in the progress bar.

Selected members

Member	Type	Date of birth	Start date of membership
[REDACTED]	Member	[REDACTED]	[REDACTED]

Other information

Host country
 Country : RWANDA
 Preferred language for the certificate : English



← Previous step

→ Print the certificate of assistance with medical coverage

- You can now download or print your certificate:

Certificate of assistance with medical coverage No. EC 6484193

Member : Sister [REDACTED] - **Registration No. :** [REDACTED]
Mailing address : [REDACTED]

We hereby certify that the member(s) mentioned below:

Member	Date of birth	Type	Gender	Date of registration	Date of deregistration
Sister [REDACTED]	[REDACTED]	Member	F	[REDACTED]	-

Is/are registered with the INTERNATIONAL MISSIONARY BENEFIT SOCIETY, an association incorporated under Swiss law:

Group : FILLES DE LA CHARITE
Option No. : [REDACTED]
Effective date : 01-Jan-2020
 Coronavirus disease (COVID-19 or CoV-SARS2) is covered by your health insurance plan as any viral pathology.
 Expenses over 100,000 USD are covered under this plan.

Coverage	Group Plan
Certificate of assistance with medical coverage for the country: RWANDA. *Worldwide assistance for any medical or hospital expenses in the event of an accident or unforeseen illness. *In accordance with the conditions defined by the IMS.	EMI - EMI/OPTION4D
Medical Assistance and Repatriation for Health Reasons	MSH MEDICAL TEAM - EMI

MSH INTERNATIONAL SAS
 GROUPE SIACI SAINT HONORE
 39 rue Mstislav Rostropovitch
 75815 Paris cedex 17
Courtier d'assurance ou de réassurance - RCS Paris 382 907 549
 ORIAS N° 07 002 781

This certificate is issued for all legal intents and purposes, subject to the payment of the contributions.,
 On 28-Apr-2022

MSH International
Enrolment Department
 23 allées de l'Europe - 92587 CLICHY CEDEX -
 France



4.2 DEREGISTRATION



Any quarter or half-year started is payable. You can deregister your members up to 3 months after the effective date of deregistration.

4.2.1. Deregistration via your online extranet

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en under *Administration / Members' administration*

MSH INTERNATIONAL

Welcome to your IMS Area
FILLES DE LA CHARITE

Members' administration

Information

In this section, you can search for a member and perform different operations :

- Print a member card for a member
- Deregister this member
- Request a certificate of assistance with medical coverage for this member.
- [Click here to get a certificate for a non-enrolled member leaving for a short-term mission \(no applicable to the IMS\)](#)
- Transfer a member

To do this, search for the member and click on the appropriate icon. You will then reach a new specific screen.

Search

Registration No.

Last name

First name

Group

Option No.

→ Search

- Enter the registration number or the last name of the member to be deregistered. Then click on the following button:

- Double-check the member to be deregistered and click on the *Deregister* symbol

Last name/First name	Registration No.	Country of mission	Group	Option No.	Effective date	Date of deregistration				
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXXXXXX	XXXXXXXXXX	-				

- Enter the required date of deregistration



Members' administration

Request for member's deregistration

Last name: [text]
First name: [text]
Date of birth: [text]
Registration No.: [text]
Group: [text]
Option No.: [text]
Date of registration: [text]
Date of deregistration* [calendar]
Reason for deregistration (transfer to another Group/Section, death, end of mission, different health coverage, withdrawal from religious life, or other)* [text]
Administrator* [text]

January 2022						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

- Specify the reason for deregistration, for example: transfer to another Group, transfer to another Section, death, end of mission, different health coverage, withdrawal from religious life, or other.

Reason for deregistration (transfer to another Group/Section, death, end of mission, different health coverage, withdrawal from religious life, or other)*

- Click on the  button to confirm the action.

4.2.2. Deregistration via Excel file

- If you have 15 operations or more to carry out, **you can use a specific Excel file available:**
 - on your IMS/MSH online extranet at www.entraide-missionnaire.com/en/extranet-en/ under *Practical guides / Guide for Group Managers / Members' administration file*
 - by email, writing to: emi@msh-intl.com
- Send this file duly completed to:** emi@msh-intl.com

4.3 TRANSFERS

There are **three types of transfers** of members:

- Transfer from one option to another within the same Group
- Transfer to another Group of the same Section (with or without impact on the Option)
- Transfer of a member to another Section (with or without impact on the Option)

4.3.1. Transfer of your members within the same Group

This **online transfer can be carried out** by the **Manager of the Group** or of the relevant **Section**.

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en under **Members' administration**

MSH International Missionnaire Association

Welcome to your IMS Area
FILLES DE LA CHARITE

Members' administration

Information

In this section, you can search for a member and perform different operations :

- Print a member card for a member.
- Deregister this member.
- Request a certificate of assistance with medical coverage for this member.
- [Click here to get a certificate for a non-registered member leaving for a short-term mission \(op applicable to the IMS\)](#)
- Transfer a member.

To do this, search for the member and click on the appropriate icon. You will then reach a new specific screen.

Search

Registration No.

Last name

First name

Group

Option No.

- Enter the registration number or the last name of the member to be transferred. Then click on the following button:

- Click on the *Transfer* symbol

Last name/First name	Registration No.	Country of mission	Group	Option No.	Effective date	Date of deregistration	Icons
...	



- Follow the steps and indicate: date of transfer, **new option** and new country of mission (if applicable), etc.
- Confirm the transfer.

4.3.2. Transfer of your members to another Group of the same Section

This online transfer can be carried out by the Manager of the relevant Section. Please contact your Section.

Managers of both Groups can also coordinate and request the member's transfer by email at emi@msh-intl.com. MSH International will then directly process the transfer in its information system and confirm it to both Groups.

4.3.3. Transfer of a member to another Section

In this case, **you cannot use** the online  *Transfer* function.

This transfer must be carried out in two steps, by the Managers of the Group of origin (previous Section) and of the Group of destination (new Section):

- The Manager of the **Group of origin deregisters** the member online (see paragraph 4.2)
- The Manager of the **Group of destination registers** the member online (see paragraph 4.1)

Managers of both Groups can also coordinate and request the member's transfer by email at emi@msh-intl.com. MSH International will then directly process the transfer in its information system and confirm it to both Groups.

If you have 15 operations or more to carry out, **you can use a specific Excel file available:**

- on your IMS/MSH online extranet at www.entraide-missionnaire.com/en/extranet-en under *Practical guides / Guide for Group Managers / Members' administration file*
- by email, writing to: emi@msh-intl.com

Send this file duly completed to: emi@msh-intl.com

4.4 MODIFICATIONS without change in option/group/section

“Modification” means **any changes which have no impact on the member's Option, Group or Section**, such as: change in the country of mission, correction of the date of birth, etc.

Request any required modifications by email at emi@msh-intl.com. In case of modification of the country of mission, please specify its effective date.

In case of modification of the country of mission involving the **transfer of the member to another Option**, please refer to **paragraph 4.3 Transfers**.

5. BY YOUR SIDE DAY AFTER DAY

5.1. YOUR REQUESTS FOR ASSISTANCE

For any questions regarding your requests for assistance:

Requests for assistance and supporting documents must be submitted via the extranet (see explanation on the following pages).

All your requests can be processed via the extranet or sent by email or mail if you have any problems to log in.

You will find below the dedicated email address and the contact details to send your requests by mail:

- **By email:** emi@msh-intl.com
- **By phone:** +33 (0)1 44 20 98 55
- **By mail:**

MSH INTERNATIONAL
A l'attention de l'équipe dédiée EMI
23 allées de l'Europe
92587 Clichy Cedex
FRANCE

The Group Managers submit the requests for assistance to the IMS/MSH International dedicated team. If there is no missing information or document, the IMS/MSH International dedicated team pays the assistance amount to the Group's bank account.



Requests for assistance must be submitted **within 24 months of the date of treatment.**

Any requests received after this timeframe will not be processed.

In order for the assistance to be paid without delay, please provide us with:



- **An itemized paid invoice for each medical service** or, failing that, the **IMS care sheet*** (for health professionals who cannot issue invoices).

In case of hospitalization: your invoice or, failing that, your care sheet* must show the reason and the duration of your stay (or the date of admission/discharge).

MSH reserves the right to request a medical report:

- when the invoice does not show the reason and the duration of stay,
- for all hospitalizations costing more than **€\$ 10,000** and/or **lasting more than 15 days.**



To maintain medical confidentiality, this report will have to be sent to our Medical Department at medical@msh-intl.com. Only our medical advisors have access to this inbox.

* The IMS care sheet serves as a paid invoice and/or medical prescription when the health professional cannot issue a conventional document.

- o Go to the IMS website: <https://www.entraide-missionnaire.com/en/> under *Documentary Resources / Documents & Forms*.



- o Download the care sheet and have it duly completed, stamped and signed by the doctor.

▪ **Medical prescription for the following services:**

- o Pharmacy,
- o Medical imaging,
- o Laboratory tests,
- o Medical practitioners (e.g. physical therapy, orthoptics, speech therapy, etc.),
- o Acupuncture,
- o Vision (lenses, frames, contact lenses),
- o Medical appliances,
- o Hearing aids,

- Orthopedics,
- Convalescence,
- Rehabilitation stay,
- Spa therapy,
- Ambulance transportation (e.g. chemotherapy, dialysis, transfer from one hospital to another for examination),
- Psychiatry.

The supporting documents must show:



- the patient's last name(s) and first name(s),
- the date, details, amount and currency of the treatment. Please note that some currency symbols may be the same in different countries, such as the shilling (English or Tanzania),
- the name, address and telephone number of the practitioner, hospital facility, laboratory or pharmacist.

No prior approval is required except for spa therapy.

Please note that any missing documents will delay the payment of the assistance.

In accordance with our Quality Charter, requests for assistance are processed **within 10 working days** from the date of receipt. The payment will be made each Tuesday by bank transfer to your Group's account. Depending on the bank and the country where your account is held, you may have to wait a few more days to receive it.



Each Friday, in addition to our **weekly payment** of assistance amounts by bank transfer, you will receive a **payment notice** including your new statements processed over the previous week. This will allow you to compare the bank transfer received with the total amount indicated on the MSH payment notice.

If the currency of your bank account is not the same as the one in which healthcare expenses were paid, the exchange rate used to calculate the amount of the assistance is the rate published every day by the United Nations. You have several options to submit **requests for assistance** for your members:

5.1.1. Online request for assistance



- Go to your IMS/MSH online extranet at www.entraide-missionnaire.com/en/extranet-en under *Administration / Submission of a request for mutual assistance / New request for mutual assistance*.
- Enter the registration number or the last name of the member for whom you would like to submit a request for assistance. Then click on the following button:





MSH INTERNATIONAL
SINO SAINT HONORE GROUP

Welcome to your IMS Area
FILLES DE LA CHARITE

Submission of healthcare claims

Search

Registration No.

Last name

First name

Group

Option No.

ADMINISTRATION

- Administrators
- Register a member
- Members' administration
- Your requests
- Submission of a request for mutual assistance**
- New request for mutual assistance
- History of requests for mutual assistance
- View mutual assistance statements

HOME

YOUR OPTIONS/GROUPS

HOME

Search

- Check that this is the member for whom you would like to submit a request for assistance. If this is the case, click on the arrow.
- Fill out the request for assistance form by following the indicated steps.
- You can:
 - declare several treatments per member and per request for assistance;
 - attach up to 20 supporting documents per member and per request for assistance. Above this number, please submit another request for your member. You can add several supporting documents in a single document.

Request for mutual assistance

1 Dependents > 2 Medical Expenses > 3 Attachment(s) > 4 General Summary

Please select the members who received medical services for this request for mutual assistance.

Members who received medical services

	Type	Last name	First name
<input type="checkbox"/>	Member		

You can declare several treatments for the member on the same request for mutual assistance form. It will be easier to monitor the status of your claims.

Draft > **Next step >**



Request for mutual assistance

1 Dependents > 2 Medical Expenses > 3 Attachment(s) > 4 General Summary

Add medical expenses for each beneficiary.

Date	Description	Amount	Country of treatment	Action
You have not entered any medical expense.				

+ Add a medical expense

- Attach the required supporting documents

Request for mutual assistance

1 Dependents > 2 Medical Expenses > 3 Attachment(s) > 4 General Summary

You can send us an electronic copy of all your supporting documents and receipts for all expenses you have entered. If you do so, you will not need to send them by post.

⚠ However, you must keep the original documents for 24 months as we reserve the right to request that you submit them during this period. If you cannot provide the requested original documents, the payments made on the basis of the electronic versions of the supporting documents will be cancelled and deducted from your future mutual assistance payments.

Do you want to attach electronic supporting documents to your claim form?: Yes No

File	Size
No file	

- Please make sure that your attachments are clear and readable and oriented properly (not upside down or sideways).
- Do not send your scanned documents more than once.
- Using the "Add Files" button, you can upload up to 20 electronic documents. Size limit per file is 3 Mb. Accepted formats: jpg, gif, pdf, png

You can upload up to **20 supporting documents** per member and per request for assistance. Above this number, please submit another request for your member.

Size limit per file is **3 Mb**. Accepted formats: jpg, gif, pdf, png (or pictures).

Select the files

File name	Size	Status
Drop your files here.		

+ Add files 0 b 0%

< Previous step Draft > Confirm >



- Click on the button: 
- Certify that the information recorded in this form and attached supporting documents are true and accurate and click on the following button: 

Request for mutual assistance



You have completed the request for mutual assistance form. Here is a summary of your information: to edit, select the desired step in the progress bar to redisplay the corresponding screen. If everything is correct, confirm your request for mutual assistance using the button below.

General Summary

Date	Description	Amount	Country of treatment
2020/01/01	Medical services	10000000	USA

I certify that the information recorded in this form and attached supporting documents are true and accurate.

[← Previous step](#) [Draft >](#) 

- **View your statements** online to find out the amount of the assistance and/or to know if something is required from you in case of missing documents.

- In case of missing documents, send us the missing information by email at emi@msh-intl.com
- Your statements remain available for 24 months.

All the supporting documents must be kept for at least 24 months following the date of medical service. We reserve the right to request that you submit the original copies at any time during this period. If you cannot



submit the requested original documents, you will be responsible for all payments made on the basis of the scanned supporting documents received.

5.1.2. Request for assistance by mail or email

If you have any problems to log in to your IMS/MSH extranet, you can submit your requests for assistance:

- by email to emi@msh-intl.com
- by mail to the IMS dedicated team, writing to MSH International's address:

MSH INTERNATIONAL
A l'attention de l'équipe dédiée à l'EMI
 23 allées de l'Europe
 92587 Clichy Cedex
 FRANCE

5.2. MEMBER CARD

The member card contains all the contact information your members require.

Use it as identification when contacting MSH International or upon admission of your members to a hospital.

It enables the healthcare provider to contact MSH International to set up direct billing arrangements and to settle the payment of your members' medical bills.

Example of card:





- To download or print this member card, go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en, under **Administration / Members' Administration**

- Enter the registration number or the last name of the member for whom you want to download the card. Then click on the following button: 
- Click on the symbol 

Last name/First name	Registration No.	Country of mission	Group	Option No.	Effective date	Date of deregistration				
XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX				

- Download your member's card. You can then print it or email it to your member.

5.3. A HIGH-QUALITY MEDICAL NETWORK

You are free to choose your healthcare provider. However, we recommend that you use healthcare practitioners and hospital facilities which belong to the MSH network dedicated to the IMS.

Healthcare providers which belong to the medical network dedicated to IMS accept direct billing (at least in part) and provide you with quality services at reasonable and customary or preferential rates.

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en under **IMS medical network** to find registered health professionals with a **level of services adapted to your benefits**.



- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en under **Other facilities** to find health professionals registered with MSH International. The extranet shows facilities accepting direct billing (orange or grey dot).



5.4. YOUR PRECERTIFICATION AGREEMENTS

The request for precertification agreement enables to settle the bills directly with the health professional or the medical facility without having to make a cash advance.

For any questions regarding requests for precertification agreements (scheduled treatment or in case of emergency):

- **By email:** precert@msh-intl.com
- **By phone:** +33 (0)1 44 20 98 55

In case of **scheduled hospitalization (excluding emergencies and life-threatening situations)**, please **contact MSH International prior to your members' hospitalization as soon as possible.**

MSH International will then contact the medical facility and carry out the required procedures to follow your member's case.



5.4.1 Scheduled hospitalization (excluding emergencies and life-threatening situations) within the MSH network dedicated to the IMS

- 1) Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en under *IMS medical network* to find health professionals dedicated to the IMS.

Option 1 to request the precertification agreement:

- 2) Request the hospitalization quote to the chosen medical facility. It must show:
 - o first name / last name of the member receiving treatment,
 - o reason for hospitalization,
 - o length of stay,
 - o type of treatment,
 - o estimate of treatment costs.
- 3) Send the quote to MSH International at precert@msh-intl.com before the date of admission of the member and request the precertification agreement.

Nota bene: MSH reserves the right to request a medical report for any hospitalizations costing more than \$/€10,000 and/or lasting more than 15 days. This medical report must be sent to the MSH medical team at medical@msh-intl.com.

Option 2 to request the precertification agreement:

- 2) The IMS member (receiving treatment) shows their IMS member card directly to the hospital and asks them to contact MSH for the precertification agreement.
- 3) The hospital sends the quote to MSH at precert@msh-intl.com and requests the precertification agreement.

Receiving the precertification agreement:

- 4) MSH International sets up the precertification agreement with the healthcare provider within two days and makes sure that the hospital has received the letter of guarantee. A copy is sent to the Group.
- 5) The letter of guarantee is issued according to the IMS benefits.

In case of extension of stay or complications:

- o The hospital sends an additional quote and a medical report to medical@msh-intl.com;
 - o MSH sends the extension of the precertification agreement to the hospital and makes sure that it has been received. A copy is sent to the Group.
- 6) Invoicing:
 - o The healthcare provider sends the invoice to MSH, in accordance with the precertification agreement;
 - o MSH pays the invoice to the hospital according to the IMS benefits within 30 days;



- **In case of out-of-pocket expenses**, you will have to pay them directly to the hospital, either on the date of discharge of the member or later, upon receipt of the invoice. Please provide your invoicing details to the medical provider for the payment of the out-of-pocket expenses (name of the group, name of the member, etc.).

5.4.2 Scheduled hospitalization (excluding emergencies and life-threatening situations) within the MSH International network

- 1) Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en under **Other facilities** to find health professionals registered with MSH. The extranet shows facilities accepting direct billing (orange or grey dot).

Option 1 to request the precertification agreement:

- 2) Request the hospitalization quote to the chosen medical facility. It must show:
 - first name / last name of the member receiving treatment,
 - reason for hospitalization,
 - length of stay,
 - type of treatment,
 - estimate of treatment costs.
- 3) Send the quote to MSH International at precert@msh-intl.com before the date of admission of your member and request the precertification agreement.

Nota bene: MSH reserves the right to request a medical report for any hospitalizations costing more than \$/€10,000 and/or lasting more than 15 days. This medical report must be sent to the MSH medical team at medical@msh-intl.com.

Option 2 to request the precertification agreement:

- 2) The IMS member (receiving treatment) shows their IMS member card directly at the admissions desk and asks them to contact MSH for the precertification agreement.
- 3) The hospital sends the quote to MSH at precert@msh-intl.com and requests the precertification agreement.

Receiving the precertification agreement:

- 4) MSH International contacts the healthcare provider to set up the precertification agreement. If the provider accepts direct billing, MSH International issues the precertification agreement **within two days** and makes sure that the hospital has received it. A copy is sent to the Group.



<p>Scheduled hospitalization within the MSH network with a provider that accepts double billing</p>	<ul style="list-style-type: none"> ▪ MSH sends the precertification agreement (within two days) according to the IMS benefits and makes sure it has been received. ▪ A copy of the letter of guarantee is sent to the Group. ▪ In case of extension of stay: <ul style="list-style-type: none"> ○ The hospital sends an additional quote and a medical report to the MSH medical team at medical@msh-intl.com ○ MSH sends the extension of the precertification agreement to the hospital and makes sure it has been received. A copy is sent to the Group.
<p>Scheduled hospitalization within the MSH network with a provider that does <u>not</u> accept double billing</p>	<ul style="list-style-type: none"> ▪ MSH contacts the hospital to negotiate direct billing.

5) Invoicing:

<p>Scheduled hospitalization within the MSH network with a provider that accepts double billing</p>	<ul style="list-style-type: none"> ▪ The hospital sends the invoice to MSH, in accordance with the letter of guarantee. ▪ MSH pays the invoice to the health professional according to the IMS benefits. ▪ The Group pays the out-of-pocket expenses directly to the healthcare provider, either on the date of discharge of the member or later, upon receipt of the invoice. Please provide your invoicing details to the medical provider for the payment of the out-of-pocket expenses (name of the group, name of the member, etc.).
<p>Scheduled hospitalization within the MSH network with a provider that does <u>not</u> accept double billing</p>	<ul style="list-style-type: none"> ▪ If, in spite of the negotiations, direct billing is still not accepted, the Group pays the expenses directly to the healthcare provider. Please provide your invoicing details to the medical provider for the payment of the out-of-pocket expenses (name of the group, name of the member, etc.). ▪ MSH reimburses the Group according to the IMS benefits, upon submission of the supporting documents (please refer to paragraph 5.1 / Your requests for assistance).

5.4.3 Medical emergencies / life-threatening cases

Whenever possible, in order to make direct billing easier, go to facilities belonging to the **IMS Medical Network** or the **MSH Medical Network**:

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en under **IMS medical network** to find health professionals dedicated to the IMS;

or

- Go to your IMS/MSH extranet at www.entraide-missionnaire.com/en/extranet-en under **Other facilities** to find health professionals registered with MSH International. The extranet shows facilities accepting direct billing (orange or grey dot).



In case of medical emergency:

- 1) Go directly to the hospital;
- 2) Show the IMS member card at the admissions desk and ask them to call MSH International as soon as possible, **but no later than 72 hours after the admission**;
- 3) The hospital sends the quote to precert@msh-intl.com and requests the precertification agreement to MSH;
- 4) **Within two hours**, MSH International issues the hospital precertification agreement covering 100% of the expenses (within the limit of the reasonable and customary costs charged in the country of treatment), makes sure that the hospital has received the letter of guarantee and **follows your case**. A copy of this precertification agreement is sent to the Group.
- 5) Invoicing:
 - o The healthcare provider sends the invoice to MSH;
 - o MSH pays the full invoice to the hospital within 30 days;
 - o **In case of out-of-pocket expenses** based on the IMS benefits, an information email is sent to the Group (copying the IMS head office) with the amount / out-of-pocket expenses to be reimbursed to the IMS head office.

5.5. YOUR MULTICULTURAL MEDICAL TEAM



- **By email:** medical@msh-intl.com
- **By phone:** +33 (0)1 44 20 98 55

Our full-time medical team includes several medical advisors who are on hand to:

- provide your members with a second medical opinion if they are unsure of the diagnosis they have been given,
- give them an explanation of the treatment recommended by their practitioner,
- help them choose practitioners or medical facilities which charge fees under or near the assistance limits.

All information received will be processed in strictest confidentiality.

6 MEDICAL EVACUATION



6.1. SCHEDULED EVACUATION

- The Group contacts MSH International directly,
- MSH International studies the case, asks the most appropriate assistance provider to assess the evacuation and negotiates the cost,
- The quote of the assistance provider is submitted to the Group for approval,
- The evacuation operation is deployed after the Group's approval,



- MSH International coordinates the evacuation and ensures the smooth running of the operation until the precertification agreement (if it is required) is issued and the case is closed.

6.2. EMERGENCY EVACUATION (LIFE-THREATENING CASES)

- The Group contacts MSH International directly,
- MSH International studies the case, asks the most appropriate assistance provider to assess the evacuation and negotiates the cost,
- The evacuation operation can be deployed without the Group’s approval if the MSH International medical team has approved it,
- MSH International coordinates the evacuation and ensures the smooth running of the operation until the precertification agreement (if it is required) is issued and the case is closed.

7. YOUR CONTRIBUTIONS

For any questions regarding your contributions:

- **By email:** emi@msh-intl.com
- **By phone between 9am and 6pm (CET):**
 - o Tel: +33 1 44 20 96 44 (CORREIA, Annabelle) or
 - o Tel: +33 1 44 20 97 03 (COLASSE, Michael)
- **By phone 24/7, the non-dedicated MSH administration department:**
+33 (0)1 44 20 98 55

7.1. INVOICING PROCESS

Contribution notices are issued **on a biannual basis and are payable in advance.**

The following table describes the different steps of the invoicing process:

D-45	<ul style="list-style-type: none"> ▪ Email sent to the Groups to control the lists before the invoicing
Until D-20	<ul style="list-style-type: none"> ▪ Members’ lists controlled by the Groups ▪ Control based on the lists downloaded from the Group IMS/MSH extranets ▪ Updates (registration, deregistration, transfer), to be made either online or by emailing the annotated lists to MSH ▪ Standard Excel file available in case of significant volume (more than 15 operations)
D-20 to D-1	<ul style="list-style-type: none"> ▪ Processing of requests for updates
D-Day	<ul style="list-style-type: none"> ▪ Sending of contribution notices



Until D+15	<ul style="list-style-type: none"> Payment of the contribution notices by bank transfer to MSH bank accounts. For more information, see paragraph 7.2 Payment of contributions.
D+30 1 st Reminder	<ul style="list-style-type: none"> 1st reminder letter sent to the Groups in case of outstanding contributions
D+45 2 nd Reminder	<ul style="list-style-type: none"> 2nd reminder sent to the Groups in case of outstanding contributions In the meantime, the sections are informed of the Groups with outstanding contributions

7.2. PAYMENT OF CONTRIBUTIONS

Contributions must be paid to MSH International **by bank transfer**. You will find MSH's bank details on your contribution notice. If you have any questions, please contact your dedicated team by email: emi@msh-intl.com.

Payment by cash or check is not allowed. If you have any problems related to this matter, please contact your Section to find a solution adapted to your situation.

During your payment by bank transfer, and in order to make identification and collection of funds easier, **please provide your bank with the reference number of your contribution notice**. This reference is indicated in the "Reason for transfer" field of your MSH contribution notice.

7.3. ADJUSTMENTS

As invoices are payable in advance, any updates carried out during the half-year will be taken into account and adjusted in the next half-year. The contribution notice will detail all the operations adjusted for the preceding half-year.

7.4. REMINDERS AND RECOVERY

In case of delays in the payment of contributions, MSH International will send 2 reminders to the Groups.

The first reminder is scheduled 30 days after the expected date of payment, and the second one after 45 days. Beyond 45 days, MSH International informs your Section.

In case of difficulty of payment, do not hesitate to contact your Section to submit a request for mutual assistance which will then be reviewed.

We remain available for any questions you may have:



Subject	Email address	Telephone number
Registrations, contributions	emi@msh-intl.com	from 9am to 6pm (CET): Michaël COLASSE: +33 1 44 20 97 03 Annabelle CORREIA: +33 1 44 20 96 44 <u>24/7:</u> +33 (0)1 44 20 98 55
Extranet Assistance	emi@msh-intl.com	from 9am to 6pm (CET): Michaël COLASSE: +33 1 44 20 97 03 Annabelle CORREIA: +33 1 44 20 96 44 <u>24/7:</u> +33 (0)1 44 20 98 55
Medical network / Search for a medical facility	emi@msh-intl.com	<u>24/7:</u> +33 (0)1 44 20 98 55
Requests for assistance	emi@msh-intl.com	<u>24/7:</u> +33 (0)1 44 20 98 55
Hospital precertification agreements	precert@msh-intl.com	<u>24/7:</u> +33 (0)1 44 20 98 55
Health evacuation	medical@msh-intl.com	<u>24/7:</u> +33 (0)1 44 20 98 55

Your Section remains available for any questions you may have (excluding regarding administration).

