

Most answers can be found on the website: [Health screening \(europa.eu\)](https://europa.eu/health-screening)

1. If we need to repeat a health screening due to unknown results (e.g., gynaecological one), are the costs reimbursed via the screening programme or not? **The health screening fees can only be claimed once in a single reimbursement request, further fees have to be claimed as standard reimbursement.**
2. Could you please share the link to Intracom page for the list of approved centre by country: **see website above**
3. Can you do the tests in different countries and in different centres? **It depends on the invitation type: for an open invitation YES, but if you select an agreed centre (in whatever country) you have to carry out the whole programme in the same centre.**
4. How do we know which are approved centres in other countries? **There is a list with the countries where you can find the agreed centres on the IntraComm**
5. Is the reimbursement at 100%. **Always if you go in agreed centers in any Member States while, in case of open invitation (no direct billing) the reimbursement is up to the ceiling of the country where the tests have been done.**
6. Does JSIS cover Contract Agents after the end of their contract? **No excepted if they are still covered by JSIS (Retired and unemployed staff)** If so, can the health screening be organised after the end of the contract? **Only for JSIS covered staff.**
7. What is the ceiling if we don't use an approved centre? **The ceiling amounts are calculated following the country where the centre is located. if it is outside Europe Union: Belgian ceilings are applied (cfr IntraComm)**
8. Is it correct to understand that if I want to book a health screening test in Netherland I have to choose open invitation in the request? **No, it depends on your JSIS cover.**
 - **If you have a primary cover we suggest you choose an invitation with direct billing for KLM / WHC however you can also opt for an open invitation if you don't want to choose an agreed centres. However, please be aware that in this case you need to pay and claim reimbursement (ceilings apply)**
 - **the participants with Top up cover have to choose an open invitation ONLY (without DB).**
9. Since Netherland is not included in the agreed center when you submit a request for health screening, do we need to choose "open invitation"? **In a few weeks time, specific invitations letters for the agreed centres in the Netherlands will be available. In the meantime, if you have already made your appointment with KLM/WHC, please contact PMO who can provide an invitation with an agreed centre in another country and put a note in your file.**
10. Is there a day off to make these test or is there a special leave? **Following the Commission HR Rules, and after the prior approval of your hierarchy, you can use 4 working hours inform them about the exact date. You have to check with your HR if the rules are different from the Commission.**
11. Thank you, but the 4-hour absence is ok for Brussels. In the NL, you may need a couple of hours just to go there and another couple to come back. **This is the Commission rules not the one specific for Brussels, if over 4 hours you have to take time off.**
12. Can I do the health screening during working time (return trip to Amsterdam plus testing takes one full day)? **if over 4 hours you have to take time off (Commission HR rules)**
13. Can the time used to perform the health screening tests and consultations be considered working hours, or we'll need to take annual leave to do this? **Yes for a max of 4 working hours, beyond that it will be annual leave. (Commission HR Rules)**
14. Can we change the authorised centre or the way the health screening will be reimbursed/direct billed once approved by JSIS to go ahead? **You can ask PMO to change the invitation only if you have not started yet the programme.**
15. Where can the health screening program frequency information can be found? (link to JSIS) **On our Intracomm in the paragraph "What does screening mean in practice?"**
16. Can you explain more what is the reimbursement level for partners of staff (you mentioned that there is an interface with the national insurance system)? **It depends about the JSIS cover : for partners in top up cover, the only possibility is to have an open invitation, which means that they have to pay all the invoices before claiming the refund at the national level first and then with the reimbursement sheet they can ask the complementary amount to the Commission.**
17. For top-up, if the Dutch health insurance doesn't cover you mentioned that the commission will cover. Will this be at 100% or a different coverage? **With non payment evidences from the national scheme it will be covered up to the ceilings.**

18. Paying upfront for the additional tests means incurring high medical expenses. Is there a way to facilitate this? **For free invitation it is the only way.**
19. Dutch GPs are famous for their reluctance to prescribe tests, as prevention is not seen as a priority. How reliant is the JSIS screening on their decisions? **Additional tests mentioned on the list are part of the programme. We rely on the professionalism of the doctor.**
20. What about a simpler reimbursement scheme e.g. direct billing for all? **It is not possible due to the JSIS rules.**
21. Did I understand quite well: health screening every year or: every 2 years being over the age of 73? **Programs from 60 years old can be repeated every 2 years.**
22. Paying upfront for the additional tests means incurring high medical expenses. Is there a way to facilitate this? **Unfortunately not.**
23. Do we write the total amount for all tests or a list of individual costs for all tests? **The structure is as follows: First line GP consultations (Initial and final): total amount, second line: for standard tests, total amount, third line and following: additional tests: one per line with the related amount**
24. It's still unclear where and how and with whom we need to ask for a health screening, could you kindly say it in a clear and specify way? **Ask your invitation via JSIS online, or call us at +32 229 11111 (press 1 and then 4)**
25. Mammography used to be an exam included in the annual medical but not anymore. Why? **Annual check up is organised by your employer and mammography can be included once each two years for women after 50 years old.**
26. How does it work if the Dutch health insurance do not cover a health screening? **JSIS members with top up cover are entitled to health screening reimbursement following the rules, they just have to provide a non-payment evidence to the Commission.**
27. Could a table be created showing what is covered in the annual medical vs. the health screening and indicate what needs pre-authorization please? **All additional tests that do not fulfil the conditions mentioned in Annex 1 need prior authorization for health screening. Annual check up is not organized by JSIS but by the employer.**
28. Could extra test prescribed during the preventive test, requiring prior approval, be refused by JSIS? **Yes: prior authorization is not automatically granted. If prior authorization is not granted, of course you can still undergo your exam but the reimbursement rate is standard (85%) and not 100%.**
29. Can you explain more what is the reimbursement level for partners of staff (you mentioned that there is an interface with the national insurance system)? **If partners are in top up cover, there are entitled for health screening and need to ask the reimbursement first to the national insurance system and claim afterwards a complementary refund to the JSIS.**
30. Are children younger than 18 y.o. Covered? **NO**
31. My question: in case of the choice for an open Health care Centre, the reimbursement will be 100 percent , incl the JSIS CEILINGS? **the reimbursement is capped to the ceilings. The 100% reimbursement is only granted for standard tests performed in agreed centres with direct billing (with an invitation letter) because the prices are negotiated beforehand.**
32. Dutch health insurance always needs a GP request for the exams in order to be refund. how it would work with the exam, etc. I the framework of health screening. **Each health screening program starts with a GP consultation.**
33. The Netherlands are known for very little preventive health. Can I avail of the KLM health screening after the end of my contract if I pay it myself? **The negotiated agreements are only valid for JSIS members.**
34. What's the difference exactly between: an annual screening and health screening? **[Annual medical check-up \(europa.eu\)](#) Annual medical check up is mandatory, organised by the employer (medical service) , and takes place each year whereas health screening is on voluntary basis, organised by JSIS with frequencies depending of the age.**
35. What is included in the Gynaecological screening for women? Is for example ovaric reserve included? **Please check programme details on [Health screening \(europa.eu\)](#)**
36. What sort of data will PMO receive from KLM and WHC? **Invoices for reimbursement of health screening with direct billings. Medical data are never sent to PMO.**
37. Will information be provided what exactly is included in the blood test? **Yes, check the appropriate program on the website**
38. Are spouses covered regardless of their income? **Spouses are covered if they meet the criteria for top up cover by JSIS.**
39. Is there an e-mail address to contact the PMO, or a Dutch phone number? **You can contact JSIS via JSIS online/Staff contact , or call us at +32 229 11111 (press 1 and then 4)**

40. Can I change my authorised health screening without direct billing to KLM approved centre? **For any changes, please contact us.**
41. How does it work the request or pre-authorisation for the top up cover? **On JSIS online application, click on make a request and choose prior authorisation.**
42. Does KLM expect delays in providing the health screening service given the number of EU staff in the Netherlands? **For questions regarding KLM, please contact KLM directly.**
43. Schiphol and The Hague offer the same tests, right? So we can choose the closest to our location? **Yes**
44. Can I have a health screening with KLM after I had an annual medical with KLM? Are they the same tests? From KLM presentation seems like the tests are basic, **Annual medical check-up is mandatory, organised by the employer (medical service), and takes place each year whereas health screening is on voluntary basis, organised by JSIS with frequencies depending on the age.**
45. will KLM give us the referral or do we have to go to our GP to request this? **KLM will provide the referral.**
46. So you don't go to your own GP, but to the GP from KLM? **You are allowed to go to your own GP before carrying out the program but you will anyway see the GP from KLM**
47. Can KLM provide vaccines not offered by the Netherlands? I am thinking of Covid boosters, flu, chickenpox, and others. And JSIS will reimburse? **Vaccines are not included in the health screening programs**
48. if we only want to do the gynecological screening, do we go directly to WHC - not to KLM? **Yes**
49. why is the gynaecological test only for women above 60? **Gynaecological tests are included in all women's programs as of 18 years old. But you have to request specific invitation (Gyn1 or Gyn2) from 18 to 59 years old.**
50. Can we also make use of the WHC outside of the screening program? **Yes. As a reminder JSIS grants freedom of choice to its members.**
51. When appointment booked with WHC, is it automatically done via direct billing? **No, it depends on your JSIS coverage, therefore you can also use an open invitation, but in this case you would not benefit from direct billing.**
52. What is the address of the WHC? **WHC : Van Boshuizenstraat 687 1082 AZ Amsterdam**
53. In case of a positive HPV test, is it possible to repeat it at WHC? Is this covered by JSIS? **Follow ups are not included in the health screening programs but you can ask for a standard refund.**
54. What services/tests on fertility are included in the program if any? **No, they are not included but you can refer to WHC directly.**
55. Is fertility assessment included in the health screening program (WHC) for women between 30-40 years? **No, they are not included but you can refer to WHC directly.**
56. Can we ask for a referral to WHC from our Dutch GP? **Not necessary in the framework of the health screening.**
57. How about endometriosis ? **It is not included in the health screening programs but you can refer to WHC directly.**
58. Which appliance is used for mamographie **See directly with the healthcare provider**
59. Can you choose between male/female doctor to perform your tests at the WHC? **See directly with the healthcare provider**
60. Does the gynecological exam include pap smear only or the HPV test, too. In the Netherlands these are normally done in combination. **See details in the gynaecological programs**
61. Can you confirm on behalf of PMO that we will be able to request for the HS Program to be done in any Member State, no matter it is in an approved center (direct billing) or a center of our choice? **Yes, according to the rules.**
62. As I mentioned yesterday in my case I already got an invitation for one of the programs (GYN) which was already approved earlier this month and the idea is to have it done in Spain. The other program, the standard test (not GYN) took already place on 09.01.2024 as you know. **For a personal case, please contact us directly via Staff contact**
63. In case somebody would need a GP/ want to change from GP in The Netherlands which is at the moment quite difficult, would KLM services help to find a GP in The Hague without taking into account whether the GP is located or not in the area the staff member lives? Some GPs do not accept people who live outside the postal code where they are located . **This is a personal issue maybe you can check with your medical service.**
64. Is it possible to make additional appointments with WHC in Amsterdam for consultation/tests,(meaning not in the framework of the Health screening program)? **Yes but this is up to you to check with Women Health Care.** Do you need then a referral letter from the GP to make the appointments/tests and ask for standard reimbursement at PMO with JSIS online? **Outside the health screening framework, JSIS normal rules apply**
65. Since there are approved centres in the Netherlands now, can staff still use a provider of their choice (and claim reimbursement via JSIS)? **Yes, with an open invitation (without direct billing)** Can EMA staff use the approved centres in their home countries (other than NL) **YES**

66. If a EMA staff had annual medical recently, is it ok to attend the health screening programme soon after? **Yes, it is your choice as health screening is on voluntary basis.**
67. JSIS: Is there a way to opt out of JSIS all together and take control of one's own health insurance? **JSIS is a compulsory insurance for all EU staff**
68. HIV test: is it reimbursed a second time at 100% in case of doubt on a positive test?: **NO, a second test would not be considered as part of the health screening program. It would be reimbursed under normal JSIS rules.**
69. **CZ : As mentioned in the presentation, we advise you not to use CZ in the context of health screening**