

GUIDE TO ON-LINE INSURANCE ENROLMENT **COMENIUS INDIVIDUAL PUPIL MOBILITY ACTION** For National Agencies and Sending or Hosting Schools

To more easily organize your pupils overseas departure, MSH INTERNATIONAL has set up an on-line enrolment system dedicated to the Comenius Individual Pupil Mobility Action.

You will find below all details regarding the different steps prior to the enrolment:

1 ACCESS TO OUR ON-LINE ENROLMENT SYSTEM

- Visit the website www.msh-intl.com/global
- Click on the links “**European Commission**”, “**Comenius**”, and “**Enrolment**”

The enrolment system is available in French, English and German.


Comenius Individual Pupil Mobility Action

The Comenius programme aims to develop exchanges and cooperation between schools across Europe. Part of the EU's Lifelong Learning Programme, the Comenius actions aim to help young people and educational staff better understand the range of European cultures, languages and values.

Pupils participating in the Comenius Individual Mobility Action are covered by an **insurance plan** specially designed to protect them during their period of Individual Mobility.

MSH INTERNATIONAL is responsible for the administration of the insurance policy.

[Access the COMENIUS insurance documents.](#)



Contact us

Customer services

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♥ Participants' Pages

★ Employers' pages

⦿ European Commission

+ Find a doctor or hospital

Comenius Individual Pupil Mobility Action

■ Enroll a pupil

Are you a school?

Enroll pupils on-line via the enrollment website available in French, English and German.

[ENROLL A PUPIL](#)

■ Download the documents available to pupils

Are you a pupil?

Download the health care claim form and the information guide of your insurance plan.

2 LOG IN OR CREATE A NEW ACCOUNT

- **If it's the first time you visit our on-line enrolment system:** You need to click on the link "**create a new account**". When creating a new account, click first on language desired (English, French, German), and enter your own: Username, password (twice), e-mail address (twice). Then just click on "**create**". You will receive a confirmation e-mail with your chosen username and password.
- **If you have already visited our on-line enrolment system:** You only need to **log in** with your username and password.

Log In or Create a new account

COMENIUS INDIVIDUAL PUPIL MOBILITY ACTION



Username	
<input type="text"/>	
Password	
<input type="password"/>	
<input type="button" value="Log In"/>	
Create an account	
Forgotten your username or password?	
1 English	
2 Français	
3 Deutsch	
v.3.13.8	
Create an account	
Choose an username	<input type="text"/>
Choose a password	<input type="password"/>
Repeat the password you have chosen	<input type="password"/>
E-mail Address	<input type="text"/>
Repeat your e-mail Address	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Create"/>	

4 FILL IN THE ENROLMENT FORM

- Please fill in the Sections A to D, detailed on the last page of this guide. You may save the form at any time, whether it is complete or not, but you will not be able to send it until it is complete.
- When you have completed the requested information in the different sections, you can click on the link **“Save the form”**. **You must carefully check the draft form to make sure that the information is correct.**
- Click on the **“send”** button. Our Enrolment Department will be notified about this new enrolment. **An automatic e-mail of confirmation will be sent to the Sending School, the Hosting School and the National Agency. Please do not use the “reply” function of your system to answer this automatic e-mail, you will not receive any answer since it will never be read.**
- Last step: Please print off the enrolment form or PDF file, fill in (by hand) section E which is the beneficiary designation for lump sum death benefit, and have the form signed by the pupil, his/her parents, and the Sending Organization signatory.
For legal reasons, we require the signed form to be scanned and sent to MSH INTERNATIONAL as an attachment by e-mail to indiveurope@msh-intl.com or by fax at the following fax number 33 (0)1 44 20 48 79 (or by post in case a scanner is not available).
We strongly recommend the sending by e-mail (and if there is no other choice, by fax).

Your Comenius pupil is now enrolled !

Upon receipt of the completed form by fax or e-mail, our Enrolment Department at MSH INTERNATIONAL will send the following documents to the attention of the pupil at his personal address in the country of origin:

- ✓ Welcome letter,
- ✓ Insurance card,
- ✓ Certificate of insurance,
- ✓ Claim form.

5 HELP & SUPPORT

For any difficulty regarding the **on-line enrolment of pupils**, please click on the button **“Help & Support”** and proceed as follows:

- Select the type of request: Click on **“Administrative”** (for insurance purposes connected to the on-line enrolment) or **“Technical”** (for all issues concerning the software),
- Indicate the topic,
- Write your message.

“Help & Support” is used for questions related to on-line enrolment and not to claim reimbursements (in this latter case, an e-mail should be sent to our Claims administration, e-mail indiveurope@msh-intl.com).

A reply will be given to you as promptly as possible either by our Technical or our Administrative Department. Should you need further assistance with the same problem, please use the same Help & Support ticket - do not make a new one.

The screenshot displays the 'Technical & Administrative Support' interface. On the left is a 'Member menu' with options: Home, Enrolments, Application (Preferences, Help & Support, Practical Guide), and Log Out. The main area shows a search bar, a 'Send' button, and a status bar with 'Unread / Not Answered', 'Read / Answered', and 'Resolved' filters. Below this is a search bar containing '[[mnts17]]' and buttons for 'Parcourir...' and 'Soumettre la requête'. The form fields include: 'From' (slavenant), 'Date ticket opened' (2013-07-12 - 17:44:32), 'Language' (UK flag), 'Type of request' (Administrative dropdown), and 'Subject' (empty). A 'Send' button is located below the subject field. The 'Your message:' section features a rich text editor with a toolbar containing icons for copy, paste, undo, redo, bold, italic, underline, text color, background color, bulleted list, numbered list, link, unlink, quote, indent, outdent, insert image, insert video, insert audio, insert table, insert link, insert unlink, and insert document. Below the toolbar are dropdown menus for 'Styles', 'Format', 'Police', 'T...', and 'A:'. A large text area is provided for the message content, and a 'Send' button is at the bottom.

6 SOME RECOMMENDATIONS

- We recommend that the registration of the enrolments for the pupils **be made well in advance before the departure** (at least one month before pupil departure). The pupils should have at their disposal when leaving their country of origin the following documents: Welcome letter, insurance card, certificate of insurance and claim form (which are sent by MSH INTERNATIONAL to the pupils upon receipt of the request for enrolment).
- Please **carefully check the address of the COMENIUS pupil** to make sure that the documents will be forwarded to the right address.
- **Please carefully fill in sections A to D of the form.** If you have any doubt, you can save the form **as a draft** by clicking on the link **“Save the form”** and check whether the information is correct. **As soon as you click on the “send” button, it is no longer possible to amend the form.**
- What happens if you have clicked on the **“send”** button and you can no longer amend the form? In this case, **you should contact our Enrolment Department** and ask for the necessary amendment at the following e-mail address indiveurope@msh-intl.com or phone tel.+ 33 (0)1 44 20 82 10. We wish to draw your attention to the fact that the modifications will not appear on the MSH INTERNATIONAL website due to technical reasons but will be duly taken into consideration and inserted in the MSH INTERNATIONAL internal data base.
- In Section D04A and D04B, please indicate the **activity dates** of the pupil (i.e. date of beginning and end of mission). The pupils benefit from an automatic two-month extension of coverage; however, please do not add this free coverage in Sections D04A and D04B, since it is automatically added by MSH INTERNATIONAL.
- Please **do not give the National Agency (NAP) password** enabling the access to our enrolment system to the pupils. These passwords are strictly confidential and should only be used by the National Agencies and Sending or Hosting Schools.

The pupils have their own dedicated **Participant’s Page** on MSH INTERNATIONAL’s website www.msh-intl.com/global (with their own login and password mentioned on the welcome letter), allowing them to view their personal details, print a personalized insurance ID card, fill out and print a healthcare claim form on-line, request a direct payment agreement, check their on-line claims and reimbursement notices for the last 24 months.
- If, for any reason, the pupil cancels or cannot attend the planned project, please let us know immediately at indiveurope@msh-intl.com.
- Please use the standard letters on AZERTY or QWERTY keyboards. Foreign characters may not be recognized by our system and cause problems.

➤ SECTION A : SENDING SCHOOL

- Name of the sending school
- Address (number – street, city, postal code, country)
- Phone number
- Fax number (*not a mandatory field*)
- Name of the sending school contact person
- Sending school contact person e-mail address
- Name of sending school signatory
- Title of sending school signatory

➤ SECTION B : NATIONAL AGENCY

- National Agency name and country
- National Agency's e-mail address

➤ SECTION C : COMENIUS PUPIL

- Comenius Pupil's family name
- Comenius Pupil's first name
- Gender
- Date of birth
- Place of birth -city & country- (*not a mandatory field*)
- Nationality
- Passport number or personal ID card (*not a mandatory field*)
- Home address (flat number, floor), house number and street
- City
- Postal code
- Country
- Phone number for the parents of the Comenius pupil
- E-mail address for the parents of the Comenius pupil (*not a mandatory field*)
- Is the Comenius pupil eligible for benefits from any Social Security or government plan or does he have any other medical scheme in force today ?
- If yes, please describe,
- Social security number, if applicable, and country,
- Languages spoken (*not a mandatory field*)
- Family and first name of the contact in the sending country in the event of emergency (parent/guardian) (*not a mandatory field*)
- Phone number of the contact in the sending country in the event of emergency (parent/guardian) (*not a mandatory field*)

➤ SECTION D : INSURANCE – HOST SCHOOL & HOST FAMILY

- Individual Mobility start date
- Individual Mobility end date
- Which kind of cover does the Comenius pupil need? (if you are not sure, select “total cover” for the whole mobility period): Complementary cover / Total cover / Complementary Cover first, then total cover
- Cover from / until
- End date of the complementary cover
- Name of the host school
- Number, street
- City
- Postal code
- Country
- Phone number of the host school mentor
- E-mail address of the host school mentor
- Name of contact person in the host school (mentor)
- Family name of the host family
- Address of the host family: number and street
- City
- Postal code
- Country
- Home phone number of the host family
- Work phone number of the host family (*not a mandatory field*)
- Mobile phone number of the host family (*not a mandatory field*)

PRIVACY AND PERSONAL DATA PROTECTION

The information collected is used either to identify you to allow you secure access to our website or to collect information so we can offer you customized solutions and answers. This information is exclusively intended for MSH INTERNATIONAL and is subject to automated processing used for compliance with legal requirements and for the purposes of signing, promoting, administering and fulfilling the contracts offered by our group.

As provided by the French law of January 6, 1978 on Data Protection (loi informatique et libertés), amended in 2004, you have the right to access, rectify and delete any personal information that we have on file pertaining to you. You may exercise this right by writing to: SIACI SAINT HONORE – Direction juridique – 18 rue de Courcelles 75384 Paris Cedex 08, France, together with a copy of a signed piece of identification.

COMPLAINT PROCESSING

In case of a complaint, we recommend that you contact our group first via your usual contact person.

Alternatively, you may also send a complaint in writing to our Service réclamation, 82 rue de Villeneuve 92 587 CLICHY Cedex, France.

In this case, we undertake to provide you with a reply no later than two months after receiving the necessary information related to your complaint, or, failing that, to keep you informed about the progress of your complaint processing if particular circumstances prevent us from meeting this commitment.

If the problem is still not resolved, you can refer the case to the Mediator of the Chambre Syndicale des Courtiers d'Assurance [Industrial Union for Insurance Brokers in France], responsible for claims from individuals (91 rue Saint Lazare, 75 009 PARIS, France) or to the Autorité de Contrôle Prudentiel [French Regulatory Authority for Prudential Supervision], located 61 rue Taitbout 75009 Paris, France.

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