

APPLYING FOR REIMBURSEMENT – E-SERVICES

IRIS – electronic service

Lokomo Sickness Fund has introduced an electronic service for its clients. You can access the service through this link: <https://lokomo.omasairauskassa.fi>

Commissioning the electronic service requires giving your consent to the electronic processing of your personal data.

To authenticate your registration in the service, you will need online banking credentials, a mobile certificate or a certification card.

Commissioning IRIS e-services:

Go to the address <https://lokomo.omasairauskassa.fi/> and sign in to the service with your Suomi.fi credentials (banking credentials, mobile certificate, certification card).

You can submit applications only after receiving a message to your inbox about joining the service. You will receive this confirmation message within a few weekdays. If you do not receive the message, remember to also check your junk folder.

Iris allows you to:

- apply for reimbursement in accordance with the sickness fund's rules
 - monitor the progress of your application processing
 - review your personal reimbursement and accrual information
 - update your address and account data easily and safely
- (PLEASE NOTE! If you change your email address information via Iris, this information will not be shared with the Sickness Fund. Please remember to inform the Sickness Fund's office of any changes to your email address).

- reply to requests for further clarification during the reimbursement process

If you have applied for reimbursement via Iris, but do not receive it in due time, please remember to check your email, junk mail folder included. The Sickness Fund may have sent you a request for additional information via email. A notification about a message sent from the Iris service will be sent to the email address given by the member (the message itself will not be sent via email).

Creating an electronic application:

Scan or photograph the documents related to your application (receipt, invoice, referral) and go to <https://lokomo.omasairauskassa.fi> and sign in.

In the "Reimbursement" tab, click "Create new reimbursement application".

Follow the instructions on the screen.

Upload the attachments needed.

Submit your application.

NOTE! If you use a mobile phone/camera to photograph the document:

Please make sure that you take photos of the whole document, e.g., all pages of an invoice.

Ensure that all the information in the receipt/invoice are included and easy to read.

Service channels after introducing the e-service:

Email: After the introduction of the e-service channel, we kindly request you to avoid submitting applications via email and to favor the electronic service. Applications delivered through the system can be processed by all officials more quickly and in a secure manner. Documents delivered to personal email addresses to be printed may delay the reimbursement processing. However, please feel free to still send your requests for advice and instructions and any questions by email to the employees of the Sickness Fund.

Mail: Sending reimbursement applications to the Sickness Fund by mail is still possible: Lokomo Sickness Fund, P.O. Box 306, 33101 Tampere

Tel.: If you need advice or instructions or if you have any questions, usually the quickest way to solve the issue is by calling the employees of the Sickness Fund.