

# Practical Information(EN)

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## JSIS services - End of the year 2022

13/12/2022

Please note that **JSIS direct billing** phone lines will be **open** in case of an emergency from **9.30-12.30** on following days: Friday **23 December** 2022, Monday **26 December** 2022, Tuesday **27 December** 2022 and Thursday **29 December** 2022:

**Brussels** +32 2 29 59856

**Ispira** + 39 0332 78 99 66

**Luxembourg** +352 4301 36103

Please note that other **JSIS phone lines** will be closed in Brussels, Luxembourg & Ispira from **23 December to 2 January** inclusive.

We kindly remind you that in case of emergency hospitalization, direct billing may be made retroactively from the date you were admitted to hospital.

During this period, direct billing requests submitted online in JSIS will also be processed as soon as possible.

The **visitors' welcome offices** in Brussels, Luxembourg and Ispira will also be **closed** from **23 December to 2 January** inclusive.

**In Brussels**, the **MERO** building will be **closed**; and the mailbox will therefore not be accessible during this period.

However, you may request an appointment for 2023 by sending an email to:

- Brussels: [PMO-RCAM-BRU-RDV@ec.europa.eu](mailto:PMO-RCAM-BRU-RDV@ec.europa.eu)
- Luxembourg: [PMO-RCAM-LUX-RDV@ec.europa.eu](mailto:PMO-RCAM-LUX-RDV@ec.europa.eu)
- Ispira: [PMO6-JRC-HD@ec.europa.eu](mailto:PMO6-JRC-HD@ec.europa.eu)

As of **Tuesday 3 January**, all JSIS services will resume their [normal working hours](#).

**N.B.: on Friday 6 January 2023**, the JSIS services in Ispira will be closed (public holiday in Italy). Only the **direct billing service** will run a **telephone helpline** during normal hours **from 9.30 to 12.30, for emergency hospitalisations**.

PMO JSIS Units wish you a healthy and safe holiday season.