

# Health Links

## June 2015



### A message from the CEO

Management and Staff of Phoenix Health Fund would like to announce that from the 18<sup>th</sup> May, the Fund is open for all to join.

We are proud to maintain our member owned, not-for-profit status, which delivers superior benefits to members through reinvesting surpluses back into member benefits.

Members will now be able to access their Tax Statements through Online Member Services (OMS) when they are issued in early July.

While we are ever-improving the fund, we always love to hear back from you on how we can do things better. Let us know your thoughts by emailing the fund at [enquiries@phoenixhealthfund.com.au](mailto:enquiries@phoenixhealthfund.com.au).

*Sharon*

**Sharon Waterhouse**  
Chief Executive Officer

### Phoenix Health Fund is now an open health fund!

Phoenix is proud to announce that from the 18<sup>th</sup> of May, the Fund is now open for all to join.

The opportunity to remove our membership restriction allows the broader community to join Phoenix Health Fund. We believe this will provide the foundation for Phoenix Health to grow and continue to provide great service to our members, both those who have been with us for a long time and our new members.

The change is expected to have any only a marginal impact on current members. As the Branding, Products, Staff and Value proposition will remain the same most Members will not notice the change apart from the fact that they will be able to refer friends and colleagues with no steel industry background to join the fund as part of the 'refer a friend' campaign. Phoenix Health will continue to be financially strong as a not for profit fund and members will still enjoy the same benefits along with excellent personal service. Importantly, based on our financial projections we believe there will be only be a minimal impact on your premiums as a result of this change.

Phoenix value proposition will remain to focus on our members, not profits to provide Members access to a range of affordable, high quality health insurance cover.

### Refer a Friend Promotion

Refer a family member, friend or workmate to the fund and if they join on a combined Hospital and Extras cover, we'll give you both a \$50 Eftpos gift voucher each. How easy is that!?

Simply download the 'refer a friend' form from our website and have your referred new member send it in with their application.

### Claim on your phone!

#### Have you claimed using our mobile app yet?

The app is clever and easy to use. Simply enter some basic membership details, take a picture of your receipts through the app and send them straight through to our claims department.

To download the app, head to the iTunes App store/Google Play store on your device and search for 'Phoenix Health Fund'.



### Contact the fund

- i. 1800 02 8817
- e. [enquiries@phoenixhealthfund.com.au](mailto:enquiries@phoenixhealthfund.com.au)
- w. [www.phoenixhealthfund.com.au](http://www.phoenixhealthfund.com.au)

## Payroll deductions to cease from the 1<sup>st</sup> of July

Phoenix Health Fund will be ceasing payroll payment options for those employees utilising the service from the 01/07/15. If you're a current member and you are paying via payroll deductions, please contact the fund before the 01/07/15 to arrange a new payment option. To view our new payment options, please view the below new payment options.

### New Direct Debit Frequencies and Credit Card Options

From the 1<sup>st</sup> of March, members now have access to direct debit options across bank accounts and Credit Cards. (Visa/MasterCard). Additionally we have new frequency options: Weekly, Fortnightly, Monthly and Quarterly.

You can update your details by logging on to Online Member Services or by contacting the fund directly at [enquiries@phoenixhealthfund.com.au](mailto:enquiries@phoenixhealthfund.com.au) or calling 1800 02 8817.

## Accessing your 2015 Tax Statement via OMS

Tax time is almost here, and that means Phoenix Health will soon be sending out your Tax Statements for your Tax Return.

From July 2015, Phoenix Health Fund will be sending a Tax Statement text message to all members who have shared their mobile number with us and are registered for Online Member Services (OMS). This text message will prompt members to log on to their Online Member Services, where they will be able to access their Tax Statements immediately.

This new delivery method is far easier for members to access than in previous years in that it allows members to receive their tax statements quicker than ever before, and gives members an electronic copy of their Tax statement for future reference.

If we don't have your mobile number already, please notify the fund.

## Travel Insurance discounts!

If you are thinking of escaping winter with a trip to Europe or hitting the slopes of New Zealand, protect your travel plans and enjoy the savings.

Save on eligible travel insurance by purchasing exclusive QBE Travel Insurance through our website.

Get a quote today via our website.

## Contact the fund

## 100 Years of BHP Celebration!

Phoenix Health Fund is proud to sponsor the upcoming celebration of 100 years since BHP opened for business in Newcastle.

On the 2nd June 2015 from 10am, Newcastle Industrial Heritage Association (NIHA) is hosting the event at 'The Muster Point' at the entrance to the former steelworks. The event will include the unveiling of a commemorative sculpture and the sealing of a steel time capsule.

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- w. [www.phoenixhealthfund.com.au](http://www.phoenixhealthfund.com.au)