

A message from the CEO

In November this year, Phoenix Health Fund will be celebrating 65 years of operating for our Members. We're so proud to have served our Members for such a long time, and we look forward to serving our Members for the future.

Phoenix Health Fund is excited to bring in the new spring season by sharing a number of great initiatives we've been working on that Members can benefit from:

1. Phoenix has been recommended by CHOICE for its Top Hospital nil Excess policy. With the majority of our Members purchasing this cover (either on its own, or combined with an extras policy), we're super proud of this achievement, which demonstrates the great benefits to our Members.
2. Member satisfaction survey feedback has been reviewed and we've started implementing the following improvements:
 - a. We've recently partnered with Healthshare to help Members connect with specialists that charge under the Access Gap Cover Scheme. This is a great initiative as it helps our Members better reduce or avoid gaps when they use services offered by these specialists.
 - b. Members indicated we need to consider different policy options to offer, so we're investigating ways in which we can make changes to our policies to better reflect the interests of our Members.
 - c. Members indicated they didn't fully understand the contents of their policy, or how they could access their benefit entitlements and remaining limits. We're working on enhancing functionality on our free Mobile app which will give Members access to this information. In the meantime, this information can be accessed via our Online Member Services.

Choice Recommendation and Phoenix Health

With thousands of different policies being reviewed as part of the comparison process, Phoenix Health Fund is pleased to announce that our Top Hospital Nil excess policy has been recommended once again by CHOICE in its annual review of Hospital policies currently available in the market*.

CHOICE is Australia's largest consumer advocacy group that works as an independent reviewer and advice provider for consumer goods and services.

While we're excited about being recommended, we know that this is confirmation of our great products for our Members, who now can enjoy additional peace of mind knowing that their health insurance coverage is second to none.

*in Queensland, New South Wales, Victoria, South Australia and Tasmania

Sharon

Sharon Waterhouse
Chief Executive Officer



Refer a Friend and we'll reward you for it!

Save your friends and family from average health insurance and introduce them to us!

Simply refer a friend to Phoenix Health Fund and if they join with a combined Hospital and Extras cover, we'll give you both a \$50 Eftpos gift voucher*. It's our way of saying thanks for all your hard work. How easy!

Make sure the person you refer identifies you as part of their application process, so we can send you your well-deserved gift card reward.

*Terms and conditions apply. Visit our website for more information

Enter for your chance to win a spring prize pack

To celebrate the new spring season, we have a spring prize pack that we're excited to give away to three lucky Phoenix Health Fund Members. The prize packs include a Phoenix Health Fund bag, reusable coffee cup, beach towel and notepad.

To enter, simply tell us in 25 words or less how you would celebrate if you were to win this competition.

Entries can be submitted to entry@phoenixhealthfund.com.au, and must include a Membership number and contact number.

Entries close at 5pm on the 30th September 2017 and will be drawn on the 2nd October. Winners will be notified by phone and email. Prize winner entries may be posted in future newsletters.



Healthshare and reducing gap payments

Phoenix Health Fund has recently partnered with Healthshare in a step that will provide greater claiming outcomes for Members.

Healthshare is a great initiative that connects Phoenix Members with over thousands of specialists that participate in the Access Gap Cover Scheme.

Healthshare is used by GPs around the country, and assists GPs in finding specialists that will charge Phoenix Health Fund Members according to the Access Gap Scheme. Healthshare also offers Members access to local, credible and relevant health practitioners, products and health information on a public facing website (www.healthshare.com.au), which is available for all Phoenix Members to use.

We're really excited by this partnership as this development provides Members greater information on your health plus also options to reduce out of pocket expenses! That's a great outcome for all!

Are your personal details up to date?

It is important that you tell us if your personal circumstances and details change. Keeping us up to date with any detail changes means we can easily contact you quickly and efficiently regarding your membership if the need arises.

Submitting your up to date contact details to us also means that we can keep you informed of the latest Health Fund related news, sent to all Members on a quarterly basis.

A quick check list of important information that we require up-to-date information on can be found below.

- Email address
- Mobile and Home phone numbers
- Concession Card (E.g. Seniors Card)
- Medicare Card

To update your details, simply log in to your Online Member Services on our website or email us at enquiries@phoenixhealthfund.com.au

Call 1800 028 817
We are open 8:30am - 5:00pm Monday - Friday (AEST)

Jump onto Online Member Services (OMS) by visiting <https://members.phoenixhealthfund.com.au>

Email us on enquiries@phoenixhealthfund.com.au

