

# Health Links

December 2014

## A message from the CEO

2015 is shaping up to be a great year for Phoenix Health Fund which will see a number of beneficial changes for Members.

Some of these beneficial changes are already being enjoyed by members, like our mobile claiming app and our range of new member discount providers.

Changes are also being planned to make member contribution payments easier than ever, with direct debit credit card facilities available in the near future.

Fund Communication & claiming will soon be advancing, with mobile technology allowing for online member claiming, communication using SMS and Online member services offering additional functionality for members.

*Sharon*

**Sharon Waterhouse**  
Chief Executive Officer

## Mobile claiming is here!

Claiming has never been easier with the Phoenix Health Fund mobile app. The Phoenix Health Fund Mobile Claiming app allows members to now use their smart phones to claim on all Extras.

To claim using the app, all you'll need to do is open the mobile app, take a photo of your receipt and submit the claim. It's as easy as that!

The app is free to download on both iPhones, Android phones, and most tablets.

To get the app, visit the iTunes App store or Google Play store on your device and search for 'Phoenix Health Fund'.



## Christmas office hours

The office of the Fund will be open until 12pm EST (midday) on the 24th December 2014. The office will then be closed over the Christmas/New Year period, reopening on Monday 5th January 2015.

While the office is unattended, claims via HICAPS will be available, and electronic payments for contributions will continue to be processed. Members who have registered for Online Member Services (OMS) will be able to enquire as normal.

## You could win \$250 just by liking us on Facebook!

Stay up to date with member news, competitions, discounts & other special offers by liking our page before the end of 2014 & you'll be in the running to win a \$250 EFTPOS Gift voucher.

The winner will be drawn on the 5th of January 2015 & will be contacted on the day by our team.



## New credit card payment methods

For those members paying their contributions using credit cards, Direct Debit options are almost here. Early in the New Year, Phoenix Health Fund will be able to offer Direct Debit for credit cards. Once these services are available, members will be notified early in the new year via email and in the next quarterly newsletter.



## Optical & Travel Insurance Discounts

Did you know that as a Phoenix Health Fund member, you have access to exclusive membership discounts across a range of services including Optical and Travel Insurance?

Discount Arrangements include: QBE Travel Insurance, OPSM, SpecSavers, Budget Eyewear, Laubman & Pank, rt healthy eyes, Teachers Eyecare and the VSP Provider group of optical providers.

To access the full details of each discount arrangement, visit our website or alternatively you can download the new Phoenix mobile app to view each discount offer.

## Our new look Brand

While we have made a change on how we look, it certainly does not change who we are as a fund. Everything you love about Phoenix will remain the same (if not better!).

We are still not for profit, still providing award winning benefits and service and we will always have our members as our number one priority.

## We need your email address and mobile number!

Early in the New Year, we will be improving the way we can communicate to members by also using text, email & Online Member Services (OMS). Communicating in these ways will help reduce the cost of other expensive methods like post. This helps reduce overall costs to members and ensures that Phoenix Health Fund reduces our carbon footprint.

Please contact the fund and share your mobile phone number and email address with us. If you hold a family or couples membership, remember to share contact information for both adults on the membership.

OMS is also an important part of this new way of communicating. As a member, OMS is a great tool to access your membership 24/7. To register for OMS, simply jump onto [www.phoenixhealthfund.com.au](http://www.phoenixhealthfund.com.au)

## Hi-Vis Kids discount offer

Our friends at Hi-Vis Kids have been kind enough to offer an exclusive 20% discount offer to Phoenix Health Fund members.

Hi-vis kids are a leading provider of quality high visibility garments for children in sizes 0 – 12. You can find Hi-vis kids safety shirts in over 30 stores Australia wide. To browse their range of garments, visit the Hi-Vis Kids website at [hi-viskids.com.au/](http://hi-viskids.com.au/)

To access your exclusive discount, simply order online at [www.http://hi-viskids.com.au/shop/](http://www.http://hi-viskids.com.au/shop/) & quote the discount code below.

Discount Code: PHOENIX34

## Muster Point Tours

The Newcastle Industrial Heritage Association offer guided tours for groups of the iconic “Muster Point” sculpture, commemorating the men and women of steel in Newcastle NSW.

You can contact Aubrey Brooks on 02 49 84 5264 for more information.