

Health Links

June 2017



A message from the CEO

Can you believe that we are almost half way into 2017? With Tax time almost upon us, we're making plans to send out your annual Government Tax Statements in early July. If you have not already shared your email address with us, or you have recently updated your email, let our team know by emailing us at enquiries@phoenixhealthfund.com.au.

Phoenix Health Fund is proud of the value we give back to Members. The latest Government Annual Report ranking Health Insurers across the country shows Phoenix is amongst the best Health Funds in returning value to members. Phoenix Health returned on average 92.8 cents in every dollar received in premiums back to members in benefits. This was well ahead of the industry average, and while proud with this result, the Fund will continue to work towards building even greater value for our Members in the years to come.

This value was also reflected in the results of our most recent member satisfaction survey, in which you, our Members, gave us constructive feedback which we plan to act upon. A special thanks to those who participated. If you missed out on providing your feedback through the survey, please feel welcome to share your thoughts at any time by emailing us at enquiries@phoenixhealthfund.com.au.

Sharon

Sharon Waterhouse
Chief Executive Officer

Benefit in Focus: The Healthy Lifestyle Program

Get proactive with your Health and claim with us at the same time!

The Healthy Lifestyle Program is a benefit feature on selected Extras covers that provides benefits towards the cost of approved health-related programs.

Benefit Categories include:

Health Programs - Includes costs associated with a Health Management Program approved by your doctor. This can include gym membership, yoga or pilates. Get your GP to fill in the GP approval form and submit this with your claim.

Health Screening - This covers a variety of diagnostic testing services when Medicare does not pay a benefit. Consult the Fund to see if your diagnostic service is claimable.

Health Education - Covering approved quit smoking classes, weight management classes, asthma management courses, diabetes classes, swimming lessons for children under 10 years old, and more.

Download the Healthy Lifestyle Programs form from our website

phoenixhealthfund.com.au/forms-and-claiming/

Your Health Fund in your Pocket - Phoenix Mobile App

Phoenix's Claiming App is bigger and better than ever, allowing Members access to membership benefits and policy information anywhere and anytime.

Download the app for free from the App Store or Google Play store now!



Tips on submitting manual claims to Phoenix

Hot
Claiming
Tips!

To streamline your manual claiming with us, make sure you take a quick look at these quick claiming tips below.

For Medical claims:

Save yourself a Medicare visit by submitting your Medical paperwork in directly to the Fund as we can sort out your Medicare and Insurance claim at the same time. If you have already submitted your medical claim to Medicare before sending to Phoenix, make sure you also include a Statement of Benefits account when you send your paperwork through to us. This is Medicare paperwork summarising what has already been paid by Medicare.

For Extras Services:

Manual extras claiming requires a receipt with the following information: The date the service was provided, the details of the service provider, the name and type of service provided and whether the account has been paid. Optical claims must also include optical prescriptions and Pharmaceutical claims must include an official pharmacy receipt.

Orthodontic Claiming

A reminder to all Members that Orthodontic claims are unable to be claimed via Hicaps.

To claim for your Orthodontic services, simply collect your receipt from your Orthodontist, and submit your claim to us (Save your time - Claim using our mobile claiming app!)

Adding your new baby on your membership

If you have bundle of joy on the way (or they have recently arrived), Congratulations, and read on!

To make sure your membership is ready for your upcoming new arrival, it is best to inform the Fund of your intentions to add your baby onto your policy before the delivery day. It is encouraged to share these details with the Fund at least a month prior to the expected due date to ensure that your membership is updated before the birth of your child, should your baby need treatment of their own, during, and after birth.

Contact the Fund to share the details of your new addition to your family by notifying the Fund of the expected official birth date and your new baby's name (if you haven't chosen a name yet, that's okay).

Once your new baby finally arrives, then simply get in touch and we can then record/amend the official birth date and reconfirm the name of your new baby.

We often have parents also asking us about waiting periods for their new baby. Phoenix does not require your new baby to serve any of the waiting periods you have already served. If you forget to add your baby before the birth date, make sure you notify the fund no later than 2 months from birth so that no waiting periods will apply.

Director Nominations are now open

Phoenix Health Fund is required to meet the same stringent regulatory requirements of the banks, therefore Directors need to have comprehensive financial experience and a sound understanding of the regulatory environment in which the fund operates.

To stand as a candidate for election as Director, applicants must be:

- nominated by 2 members
- be eligible to be a Director under the APRA Fit & Proper requirements
- be assessed as fit and proper by the Board Nomination Committee

To obtain a nomination pack, please email us at admin@phoenixhealthfund.com.au. Nominations close on 26 July 2017 at 5.00pm.

Choice Magazine
has Recommended
Phoenix with Australia's
Best Value Top Hospital
cover 2016 and
2017!

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

**MEMBERS
OWN
HEALTH FUND**