

Staying Home For The Holidays

As the year is coming to an end, we take time to look back at the year that has been and appreciate you, for your unwavering support. Thank you!

The festive season is upon us and yet we are reminded to remain vigilant. Stay home as much as possible, avoid large crowds, social distance, sanitize and wear your mask.



Keeping you safe and making sure all our people are protected



As an essential service provider, our offices will remain open however, you are encouraged to make use of digital platforms to communicate and make payment.

Also remember your subscription payments are due by the 1st of each month. Payment can be done via direct transfer to our CABS or Stanbic accounts, for details visit:

ZWL and Nostro bank details.

If your account is in arrears you will not be able to use the biometric claims system for claims at your service provider as the system is real time and will reject if the account is in arrears. Please send your proof of payment to: proofofpayment@healthzim.com

We've made it simpler to submit electronic Claims. If your service provider is linked to the biometric system your Claims are sent automatically for processing. You can also choose to send your Claim via email at: claimsteam@healthzim.com. You no longer have to visit the office to submit your Claims in person.

We are here for you 24/7. Our call center is still available to pre-authorize non-biometric claims.

A new Alliance office in Victoria Falls!

We are extremely excited to share some good news with you. For greater convenience and to better service you, we are happy to announce that Alliance Health and Alliance Insurance have teamed up and we now have an office in Victoria Falls.

This is a one stop shop offering:

- Medical Aid and medical insurance enquiries and payments
- All types of general insurance
- Vehicle licensing and ZINARA
- And much more....

We are located at:

2nd Floor, Elephant's Walk Shopping Village
273 Adam Stander Drive, Victoria Falls

Call us on: 0782 149 362.



Cover your family while on holiday



Members on Multimed and Alliance Health Options can get cover for immediate family members (spouse and children) living abroad who are visiting and students returning home for holiday.

Your family will get:

- 90-day cover (paid upfront), for Accidents and Emergencies only.
- Emergency and in-hospital treatment,

- Surgery costs, Specialist costs and local road and air ambulance.
- US \$100 000 global limit per member.
- Cover available to applicants that are 45 years and below.
- All this for \$300 (and \$25 per month for an extension of up to 2 months).

Give us a call today and secure your short-term cover!

Getting the most out of your scheme benefits

- Preserve your medical cover. If you do not have an emergency consult your General Practitioner for your initial consultation.
- Are you travelling? If so, remember to keep your membership card on hand. For assistance out of Zimbabwe, contact our team on **+27 11 792 0287** **+27 71 886 5250** which is the number on the back of your Alliance Health card.
- Are you on repeat prescription medication? Speak to your doctor or pharmacist for generic medication.
- You have access to a wide service provider network.

Email clientservices@healthzim.com for more.

Keeping in touch during the festive season

As we are getting into the holiday season, we urge you to stay safe and healthy. If you are going to be travelling, ensure you have your membership card with you at all times, in case of emergencies. Our 24hour call center will be available to assist 24/7 during the holidays as usual.

Access our claim form from anywhere by downloading it **here** so that your foreign medical provider can fill in the claim form. You can get in touch with us easily on the following details:

- **General enquiries** clientservices@healthzim.com
- **Claims submission** claimsteam@healthzim.com (ensure all sections of claim form are completed fully)
- **Pre-authorization** callcentre@healthzim.com or call 08677000716 / 0772126120 (24hr lines)

NB: Remember to always include your membership number when sending digital communications to us, for easy identification.

