



Happy, Healthy New Year!

We hope you had a safe and healthy holiday. As we welcome the new year, we hope you start with renewed hope for a year filled with good health.

Have you prepared your new year's resolutions yet? If not here are a few health goals that you can consider adding to your list:

1. Get in early on staying healthy – exercise daily
2. Go outdoors and experience nature more often
3. Get good and adequate sleep
4. Eat healthy, fresh food regularly
5. Drink plenty of water
6. Get regular wellness checkups

Taking charge of your health as the year begins can make a world of difference to how the year goes



Victoria Falls, we are ready to serve you!

We are growing! We are very excited to share that in addition to the Alliance offices in Harare and Bulawayo, now you can visit our new Alliance Health and Alliance Insurance office in Victoria Falls! With Alliance, you get your medical and short-term insurance, all in one place.

ONE STOP INSURANCE COVER

IS HERE



Alliance | insurance *Alliance* | health

Come and visit our friendly team for all your:

- Vehicle Licensing & ZINARA
- All types of General Insurance
- Medical Aid and Health Insurance

273 Adam Stander Drive, 2nd Floor
Elephant Walk Shopping Village, Victoria Falls
+263 782 149 362

Review your cover early to limit shortfalls



New year is a season for planning and as you look back on 2021 and plan your year ahead, take time to review your cover needs. As time passes and life events happen, your healthcare needs may change as well and there is need to review and where necessary you can realign your package or scheme to your lifestyle and needs.



The following options are available to you for:



- Upgrade your current scheme on the same package
- Switch from one package to another
- Switch from a ZWL scheme to a USD scheme

The benefits of reviewing and upgrading schemes include increased value of cover per benefit per year, addition of new benefits that may not have been available on your previous scheme, reduction of shortfalls, direct payment on foreign treatment and stability of contributions and cover limits on the USD schemes.

Contact our client services team on clientservices@healthzim.com for assistance on ensuring you have the best cover this year.



“As time passes and life events happen, your healthcare needs may change...”

Greater convenience, better customer experience

You can now enjoy faster, easier service at your preferred pharmacy or doctor through use of in-store fingerprint technology.

Using the biometric claim switching platform gives the following benefits:

- It's easy, fast and more convenient (no more waiting for pre-authorization or completing claim forms)
- No need for you to fuss with paper claim form and sign any paperwork
- Quick claims turnaround time (claims are paid in 72 hours)
- Easier member validation (fingerprint recognition)

For your once-off fingerprint enrolment, visit your nearest biometric enabled service provider or any Alliance Health office today.



Digital means of getting in touch

We are hopeful for a better year. However, for your safety as covid continues to rear its head, we encourage you to continue using digital means of communication and payment.

- 24Hour Call Centre:** 08677000716 / 0772 126 120
- WhatsApp:** 0772 126 120 / 0778 244 129
- General enquiries:** clientservices@healthzim.com
- Claim submission:** claimsteam@healthzim.com
- Proofs Of Payment:** proofofpayment@healthzim.com

We value your feedback

We make every effort to ensure that our service to you is up to par with your expectations. Your feedback is important to us and we would like to hear from you to know what we are doing exceptionally well and where we could improve. **Email us on clientservices@healthzim.com**

