

~ EDITORIAL ~ SZV FURTHER DEFINES SELF-SERVICE



SZV declared the year 2019, the year of automation. For the organization, this means transitioning to online platforms with the aim of improving operational efficiency and service delivery to the customer. Included in this journey is the wish to provide customers an online environment, a portal, where 'self-service' is the most popular and logical option. In essence, SZV wants to reduce the need for customers to have direct contact with a representative in order to manage their social and health insurance benefits. Can you imagine a time where you do not need to call or visit SZV for a question but can handle this online?

The time is actually already here. The first phases of the self-service options of SZV are online via www.szv.sx. No access to a computer or internet at home? SZV staff can assist you via the kiosk at the office. While not every service will be available online completely, SZV has made a solid decision to guide the customer during this transition. In the coming period, SZV will rely more and more on customer feedback to continue improving the access and quality of online services. After all, a customer-focused organization, includes its customers, right?

INTERVIEW: THE DIGITAL TRANSFORMATION OF SZV PT I



ICT Department staff of SZV.

The future of SZV is being designed now, as the organization is full speed ahead on its automation journey. In an interview with SZV staff member Caren Matthew of the ICT department, Caren shares more about the organization's automation process and what this means for the impact of service to the customer and operational efficiency of her colleagues.

Caren: *There are two aspects to it at the moment, 1. Customer service and 2. Digital document management. For customer service, we are stepping away from our older systems and upgrading to more modern and user friendly systems that will allow us to have a complete, 360 view of our customers. In this way, we can easily process all their requests and inquiries in a timely fashion, primarily because we have a full view of their information at our fingertips. For the digital document management process, this is more of an internal process of transferring our hard copy files into a digital environment. This supports our operational efficiency and customer service.*

Q: What does automation mean for SZV?

Caren: *If we had to give it a label, I would refer to automation more as a digital transformation. It is about SZV being more efficient and more innovative in how we support our customers in meeting their needs, in a more effective way. There is also the cost savings aspect. At SZV we need to reduce our paper footprint and get better at digitalizing documents so they are readily available. In doing so, we can deliver the promise we have been making to our customers to deliver better service.*

Q: How does this digital transformation look and feel?

Coming up in September, in edition 23 of our Social & Health Supplement, the interview with Caren continues as she shares more tips on how SZV customers can prepare for the digital changes at SZV and what to look for in 2020. Read all interviews and features online via www.szv.sx.

WHAT'S INSIDE

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IMPORTANT

PLANNING A VACATION?

Remember that your SZV medical insurance is only valid on Dutch St. Maarten.

Can you purchase medical travel insurance by SZV? No, you cannot purchase additional medical travel insurance from SZV.

For more info about medical travel insurance, contact your travel agent or a private insurance company on the island.

GO ONLINE WITH SZV!

- ✓ VISIT
- ✓ LIKE
- ✓ FOLLOW
- ✓ MESSAGE





PROMOTING HEALTH THROUGH AWARENESS

SZV health insurance offers coverage primarily for curative care, however we find it important to inform our customers how to improve their health and daily lives by increasing health awareness. In February 2019, SZV launched its annual Health Awareness campaign promoting awareness on Heart Disease. To mark the occasion, SZV staff wore red and shared preventative tips with our customers. Each month thereafter, SZV would focus on informing customers and the community on health awareness topics. Check out this year's Health Awareness Campaign schedule and spread the word.

FEBRUARY

Heart Awareness Month

Heart disease can often be prevented when people make healthy choices and manage their health conditions.



MARCH

Epilepsy Awareness Month

List of recommended procedures when someone is having a seizure.



APRIL

Autism Awareness Month

Autism refers to a broad range of conditions characterized by challenges with social skills, repetitive behaviors, speech and nonverbal communication.



MAY

Mental Health Awareness Month

Talk out loud about mental health!
Start the conversation with your family doctor.



JUNE

Sickle Cell Awareness Month

A person with sickle cell can live a long and high quality life. Anemia is a common effect of Sickle Cell Disease, and it can be treated.



JULY

Hepatitis Awareness Month

Viral hepatitis includes hepatitis A and E which can be acute. These are a group of diverse diseases that affect the liver.



AUGUST

Pregnancy Health Month

First trimester, begins on the first day of your last period, Second trimester from week 13 to week 28 and third trimester from week 28 onwards (Average 40 weeks)



UPCOMING

Keep monitoring our facebook page [SZV Social & Health Insurances](#) to stay informed on monthly health awareness topics.

September 2019

Prostate cancer

October 2019

Breast cancer

November 2019

Diabetes awareness

December 2019

Aids (HIV)

Follow our campaign on Facebook: [SZV Social & Health Insurances](#).
Questions or concerns about your medical condition? Visit your family doctor for a consultation.



CHECK LIST

MEDICAL REFERRALS

Medical Companion Responsibilities

If indicated, SZV will approve for one companion to assist the Insured abroad. Here are some of the responsibilities of a companion;

- ✓ Bathing
- ✓ Dressing
- ✓ Feeding if necessary
- ✓ Accompany the Insured on a full time basis in the hospital
- ✓ The selected companion should be available to stay with the Insured for at least 3 weeks to 1 month.
- ✓ The companion if employed should take vacation days because volunteering to be a companion does not entitle the companion to sick leave or loss of wages.

For more info and procedures go to www.szv.sx > *Medical > Medical Referrals*



REMINDER

SCHOOL DECLARATIONS

All orphans collecting pension between the ages of 15 and 24 must submit a new original school letter every new school year or new term to prove that they are enrolled in school on a full-time basis.

Procedure:

For orphans in yearly education cycles:

An original school letter must be issued at the beginning of each new school year. The school letter must be an original document issued by the school and specify whether it is a fulltime enrolment.

For orphans in term based education cycles:

An original school letter must be issued at the beginning of each new term. The school letter must be an original document issued by the school and specify whether it is a fulltime enrolment or how many study hours per term or subject.

What to send

An original document issued by the school specifying whether it concerns a fulltime enrolment or how many study hours are involved per term or per subject.

For more info and procedures go to www.szv.sx > Seniors & Benefits



WHAT'S ON OUR FACEBOOK PAGE?

- ◆ New services
- ◆ Event updates
- ◆ Pictures
- ◆ Procedures
- ◆ Tips and reminders
- ◆ and much more

[SZV Social & Health Insurances](#)
Like us – Follow us – Message us



SEPTEMBER DOCTOR CHANGE MONTH

REMINDER

Twice (2) a year in March and September, all ZV/OV insured and persons insured for medical expenses by the Government of St. Maarten (OZR and 'PP' guarantee card holders) has the possibility to change the general practitioner (GP) mentioned on the medical Insurance Card.

You will receive your new medical insurance card on the first working day in the month of April (if the request was made in the month of March) or on the first working day in the month of October (if the request was made in the month of September).

Only in exceptional cases, you can change your GP outside of the abovementioned time period.

For more info and procedures go to www.szv.sx > Employees & Insured



VISIT OUR WEBSITE TODAY



Visit our website to find all the answers you need!

- 1 Customer Service
- 2 Request Appointment
- 3 Search for info
- 4 SZV on the Radio
- 5 Policies and Procedures

WWW.SZV.SX
HAS THE ANSWERS!



RENEW YOUR CARD 4 WEEKS IN ADVANCE

REMINDER

Request your appointment to renew your SZV medical insurance card 4 weeks in advance.

Be on time, go to www.szv.sx today!



FREE EMPLOYER WORKSHOPS



REGISTRATION AND MUTATION OF EMPLOYEES

How to fill in and submit Employee mutations to SZV.

6:30 pm - 8:00 pm SZV Building 3, Level 1

Wednesday August 28

Wednesday September 25

Wednesday October 30

Wednesday November 27

Register online via
WWW.SZV.SX



EMPLOYER OBLIGATIONS

- 1 The employer must declare on a monthly basis the wages for sickness and accident insurance through the ZV/OV declaration form.
- 2 ZV/OV declarations must be filled in and submitted, completely and accurately by the 15th of each month.
- 3 ZV/OV premium payments must be paid by the 15th of each month.
- 4 AOV/AWW premium payments must be paid by the 15th of each month to SZV.
- 5 Cessantia contributions are due each year and must be paid between January 1st and June 30th.

The employer obligations are indicated by law. For the full list go to www.szv.sx or contact the Employer's desk at the SZV office



NEW OPENING HOURS. BETTER SERVICE!

Our public service desks and call center has new opening hours.

Opening hours Public Service desks and call center:
Monday – Friday: 7:30 am – 2:00 pm

After 2:00 pm, our offices will only be accessible to customers and visitors with appointments.

Need SZV after opening hours?

You can find us on-line via:



WWW.SZV.SX



SZV Social & Health Insurances



SZV Social & Health Insurances

