

~ EDITORIAL ~

A HEALTHY SINT MAARTEN IS THE WISH OF SZV



SZV Director Glen A. Carty

The role of SZV is in part to manage and ensure sustainability of the social and health insurance funds of Sint Maarten. This responsibility is not solely that of SZV, but of us all. Our wish for Sint Maarten is to improve the quality of care available for our insured and to reduce the cost of health care. The social & health insurance laws of Sint Maarten at present do not have provisions for preventative care but focus on curative care. While preventative care is not in SZV's mandate, we do believe that we can play a role in facilitating awareness and access of information on self-care actions to the community. In our

health awareness campaign we ask, "What can you do, today?" to spark these actions. In the coming years, you will notice SZV becoming more 'vocal' on the topics of prevention, health and wellness. We are joining forces with our community partners to sound a call-to-action to each resident, to promote a more active vs. reactive mindset towards health. Simply said, SZV is here to pay for your medical bills, but we would much rather support you in preventing the need for medical care as a cure. Start the conversation with your family doctor; what can you do for a healthier you?

SEASON 2 OF "ME & SZV" RADIO SHOW IS NOW ON AIR



SZV Account manager Care Procurement being interviewed for Season 1 episode of "Me & SZV" radio show.

After several years of creating new ways to communicate 'all things SZV', such as www.szv.sx, Facebook, LinkedIn, this supplement, brochures, posters and flyers, in 2019 SZV expanded and took to the airwaves with the launch of its own radio show entitled "Me & SZV". The 45-minute radio show is produced by SZV as an informative program for the public, geared at reaching as many customers as possible with timeless information and organization highlights.

The radio show features SZV representatives and guests to discuss developments surrounding the future of SZV. Customer interest items are also discussed on the show and featured in the segments "Hot Topic" and "The Customer is Always Right!" Season 2 of the show welcomes a new segment that covers

community health & wellness matters. Special guests will share health prevention tips and community activities. The show is also a great way to find out what the SZV social and health insurance covers. The radio show is hosted by SZV representatives Parveen Boertje – Chief Customer Officer and Charonne Holder – Senior Communications Advisor.

After a successful airing of Season 1 of the radio show on 98.1 Pearl FM in 2019, SZV has expanded the broadcast of the show on two additional radio stations. Season 2 episodes now air on 102.7FM PJD2 radio, 98.1FM Pearl radio and 96.3FM Oasis radio (see page 4 for schedule). Interested listeners also have the option to listen to the show and other interviews with SZV representatives online via www.szv.sx > SZV radio.

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WWW.SZV.SX
HAS THE ANSWERS!



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



NEVER MISS AN SZV E-MAIL

Follow these steps to make sure you are receiving our e-mails.

- 1 Check your Junk folder
- 2 Check your Blocked sender list
- 3 Add info@szv.sx to your Safe senders list
- 4 Add info@szv.sx to your Safe mailing list



TIPS TO PREVENT HEART DISEASE



Representatives of the St. Maarten Heart & Stroke Foundation. From L-R: Dr. T. Bell, Dr. Bird-Lake, Clean Fredrick, Martha Thewet, Rena Amjad. The foundation was founded in 2014, hosting various events and information campaigns in the community. Interested in more info or to become a volunteer? Contact: sxmheartandstroke@hotmail.com or call +17215237887.

Life's simple 7

There are 7 risk factors that people can improve through lifestyle changes to help achieve ideal cardiovascular health. Cardiovascular health is the health of your heart and blood vessels.

Good cardiovascular health means less risk of diseases like heart attack and stroke that can be fatal (deadly) or debilitating (loss of function).

- 1. Manage Blood Pressure**
High blood pressure is a major risk factor for heart disease and stroke.
- 2. Control Cholesterol**
High cholesterol contributes to plaque, which can clog arteries and lead to heart disease and stroke.
- 3. Reduce Blood Sugar**
Most of the food we eat is turned into glucose that our bodies use for energy.
- 4. Get Active**
Living an active life is one of the most rewarding gifts you

- can give yourself and those you love.
- 5. Eat Better**
A healthy diet is one of your best weapons for fighting cardiovascular disease.
- 6. Lose Weight**
When you shed extra fat and unnecessary kilograms, you reduce the burden on your heart, lungs, blood vessels and skeleton.
- 7. Stop Smoking**
Cigarette smokers have a higher risk of developing cardiovascular disease.

Take the time to **learn more about cardiovascular health** to be able to understand what is important for you to do to prevent illness and why. It is your responsibility to yourself!

- **Any person** can make these changes.
- The steps are not expensive to take.
- **Even modest improvements** to your health will make a big difference.
- **Start with one or two.**
- This 7-step list developed by the **American Heart Association** is to help us deliver on the hope we all have – to live a long productive healthy life.

This article is brought to you by Dr. T. Bell, MD, Family physician, Soualiga Medical Practice, Union Road 136, Cole Bay, in collaboration with the St. Maarten Heart & Stroke Foundation.



HEART
AWARENESS MONTH



FEBRUARY

Give Your Heart A Head Start



Discuss your heart health with your family doctor on a regular basis.

Heart health treatment options

- **Cardiology**
- **Pacemaker**
- **Cardiology therapy**
- **Dietician consults**
- **In case treatment is not available locally, medical referral abroad**

APPLY FOR AOV PENSION BENEFITS ON TIME



Our colleagues are happy to serve you at our Seniors & Benefits desk.

Are you approaching the age of 62? At present, the pensionable age is 62 years. This also means that you may qualify for AOV pension benefits from SZV. However, this is not an automatic process; you must submit an application for this. We recommend you submit your application to SZV at least 6 months before you reach the pensionable age of 62 years. Late or delayed? You can still submit your application to SZV. If you are currently living on St.

Maarten, you can visit our Seniors & Benefits desk at Building 1, Level 1 to do so. If you are living abroad, you can contact us by email info@szv.sx. On our website www.szv.sx you will find more information about the right to AOV pension benefits, an overview of the required documents and application form. If you would like to speak to a representative of SZV, you can visit our Seniors & Benefits desk at Building 1, Level 1.

COLLABORATION OF SZV AND SMMC



In a recent kick-off meeting, the Communication teams of SZV and SMMC came together to discuss upcoming communication campaigns where the institutions can collaborate. Recurring themes include the construction of the St. Maarten General Hospital, health & prevention, and improving access to patient and insured information. Stay tuned for updates on these campaigns and more via www.szv.sx and www.smmc.sx. Pictured L-R: Charles Brown (SZV), Shari de Riggs (SMMC), Charonne Holder (SZV), Bonnie Dekker (SMMC), Parveen Boertje (SZV) and Paul Dijkhoffz (SMMC).

COMING SOON: PICK YOUR OWN DATE & TIME FOR YOUR APPOINTMENT AT SZV



Jessica is testing the new appointment application that will improve service and response time of SZV.

We can admit that in the past, one of the most frequent complaints received by SZV is the wait for a date and time of an appointment to apply or renew your medical insurance card. Over the years, SZV has made several changes to the process to request an appointment, each time making it easier for the customer. 'Back in the day', you could only request your appointment during opening hours. Now you can request your appointment online via www.szv.sx any time, day or night. At present, when you request your appointment, you receive the confirmation of date and time between 5-7 working days. We know that our customers are asking for a faster response time, so we have

been working to develop this change. This year, we are eager to launch a new application that will make it possible for customers to request their appointment online AND pick your own date and time. In addition, customers are being informed by SZV of the importance and benefits of having an active e-mail address to communicate with SZV. This new process will allow customers to easily notify SZV of cancellations, update information and contact SZV via e-mail. Updates on this and many more developments at SZV will be shared via www.szv.sx, Facebook, LinkedIn, SZV radio and in this supplement. Staytuned!



CHECK LIST

EMPLOYEES

What to do BEFORE you request an appointment to apply or renew your medical insurance card:

- ✓ If you are working, your employer must register you at SZV and submit any changes about your employment
- ✓ Be sure to always have a valid St. Maarten ID OR valid passport
- ✓ Request to renew your medical insurance card 4 weeks before it expires
- ✓ Have an active e-mail address to receive your appointment confirmation (preferred)
- ✓ For e-mails: add info@szv.sx to your Safe senders/ mailing list
- ✓ Have an active phone number that SZV can contact you about your appointment



REMINDER

EMPLOYEE MUTATIONS VIA DROP-OFF BOX ONLY!

Dear Employers please note:

You can **ONLY** submit your Employee Mutations via the drop-off box at the SZV office.

THE DROP-OFF BOX IS FAST AND EASY:

- Always include an e-mail address on the form
- No waiting time, place the form in the drop-off box and walk away
- SZV sends you an e-mail confirmation within 2 working days from the received date
- SZV will notify you via e-mail of any mistakes on the form

For more info on Employer obligations at SZV go to www.szv.sx.

TIPS

WEBSITE TIPS

What are you looking for?

Custom Search



Use our search bar to find what you are looking for on our website.

WWW.SZV.SX HAS THE ANSWERS!

“Hot Topics”

“Health & Wellness”

“Customer is always right”

ME & SZV Radio Show

Season 2 schedule

Tune in:

102.7 FM PJD2: Every first & last Monday at 4:00pm
98.1 FM Pearl: Every first & last Tuesday at 6:00pm
96.3 FM Oasis: Every first & last Wednesday 12:00pm noon

Featuring:

- ✓ Special interviews
- ✓ Customer is always right!
- ✓ The Future of SZV
- ✓ Hot Topics
- ✓ Social Media Buzz
- ✓ Health & Wellness

Listen online 24/7 via www.szv.sx > click on SZV RADIO!

 [WWW.SZV.SX](http://www.szv.sx)

 SZV Social & Health Insurances

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