

~ EDITORIAL ~
THE EXTRA MILE FOR OUR TEACHERS

BACK TO SCHOOL CHECKLIST

- Twin XL Sheets
- Textbooks
- Health Insurance

The new school year has commenced, which also marks a new season of administrative processing for many. Including SZV and the various School Managements. During the month of July the SZV received applications for medical insurance cards for the teachers of the public primary schools and secondary education institutions on St.Maarten.

The collaboration with the school managements have been improving each year, resulting in timely application requests to SZV. The registration procedure consists of many processes, which include data entry and card

printing. This year the data entry was done by the back office team during regular office hours. Due to the volume of the requests for print, the printing of the cards was executed after office hours by our staff members Michelle & Suzette.

A total of 457 insurance cards were printed before the start of the new school year for our educators on the island. We are proud of the entire team and their dedicated efforts to process these applications on time and also for going the extra mile to avoid disrupting service to our customers visiting during opening hours.

WHO SIGNS MY YELLOW OR BLUE (SICK LEAVE) CARD AT SZV?

We often get the question as to why not all persons are seen by the SZV doctor when they report for sick leave. It could be the case that when you visit SZV for sick leave with your yellow or blue

card, that your card is signed by the doctor's assistant.

Continued on page 2

5 REASONS TO REQUEST YOUR APPOINTMENT ONLINE

Self-service is a great way to be in control of your service needs at SZV. The online appointment request option on our website is popular by many customers and here are 5 reasons why;

- Available 24/7.
- You do not have to use your phone credit to contact us. Send us the request online and we will call you back within 2 working days.
- No more waiting in long lines
- at our office.
- You will have preference on the first available appointments.
- Quick response time with e-mail or phone confirmation.

Go now to www.szv.sx and request your appointment, online!

WHAT'S INSIDE

- Who signs sick-leave - - - - - Page 2
- School declarations- - - - - Page 2
- Orphan pension- - - - - Page 2
- Online Care Almanac- - - - - Page 2
- Aug 23rd: No Walk-In - - - - - Page 3
- Employers: Third party access- Page 3
- Documents needed - - - - - Page 3
- Plan visit to SZV - - - - - Page 3
- Online requests - Accident- - - Page 3

WWW.SZV.SX
HAS THE ANSWERS!



Did you know that our staff has been trained to better serve you with information you need on many of our services? At each of our offices you can ask about the various procedures and your rights to these services. When visiting us, feel free to take one of our information brochures available at the stands or from one of our staff. We have brochures for Employers, Employees & Insured, Seniors and for Medical related topics, including Medical Referrals. This information is also available on our website www.szv.sx.

Leaving the island temporarily?

Your SZV insurance card is only valid on Sint Maarten.

Contact us!: +1721 546 6782
Email: info@szv.sx | www.szv.sx



Approaching the age of 60?

Apply for your pension up to 6 months in advance.

Contact us!: +1721 546 6782
Email: info@szv.sx | www.szv.sx



WHO SIGNS MY YELLOW OR BLUE (SICK LEAVE) CARD AT SZV? *cont'd from page 1*



In some cases the assistant can determine the length of necessary sick leave based on your illness, diagnosis and type of work that you do. The assistant will determine if she can sign your card based on the information provided, then you do not have to wait for the SZV doctor. This also reduces

unnecessary waiting times for you, while you are ill.

IMPORTANT: The SZV doctor always has the final say, as it is the SZV doctor who checks every card that is signed on a daily basis.

WHEN YOU COME FOR SICK LEAVE BRING THE FOLLOWING:

- Your yellow or blue card
- Your house doctor should sign the yellow card on the first day of sick leave
- A medical report from the specialist, if you have one
- Recent test results (laboratory, X-ray, CT-scan, Ultrasound, etcetera)
- List of medication that you take

Inform the assistant at the window why you are unfit for work. In some

cases, she can sign your card and you do not have to see the SZV doctor.

THESE SITUATIONS INCLUDE:

- After being admitted to a hospital, with a medical report. A discharge form is not sufficient.
- If you have a fracture (broken bone), with X-ray results or a medical report.
- Maternity leave. With a letter from the specialist stating your estimated due date.
- After you have travelled abroad on a referral via SZV
- Communicable diseases like
 - The flu
 - Red eye
 - Chickenpox

In all other cases, or in any case which is unclear to the assistant you will see the SZV doctor.

the doctors, however please be mindful of longer waiting times due to appointments that the doctors may have scheduled.

On request you may always see one of

AWW (Orphan Pension)

Orphan's pension benefit (AWW) is a general social insurance benefit

intended for children when their father/mother passes away.

THESE SITUATIONS INCLUDE:

- Have reached the age of 15;
- Are a resident;
- Are a non-resident but subject to be assessed for income tax in St. Maarten.

More information about AWW is available on www.szv.sx and at our

Seniors & Benefits desk – Building 1, Level 1.

SCHOOL DECLARATIONS - DEADLINE AUGUST 23RD

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.

Who

All orphans collecting an orphan's pension locally and abroad who are between the ages of 15 and 24.

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 specifying 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 specifying 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.

Please note:

GED and CXC courses are not considered valid educational cycles. Scanned copies of school letters are not accepted.

All orphan pensions will be automatically temporarily blocked by the 1st of September of each year if the school declaration has not been received or is not in order. Pensions will be unblocked and payments reinstated upon receiving the correct school letter.

Blocked funds will be paid retroactively with a maximum of 2 years if the original school letters over that period are submitted.

ONLINE HEALTH CARE ALMANAC



SZV covers your medical care and assistance from health care providers that are registered and contracted with us. The general coverage of the sickness insurance of SZV covers:

- Visits to the family doctor
- Treatment by specialists
- Allied health professionals
- Admission & nursing care in the hospital
- Delivery and prenatal care

- District nursing
- Emergency room care
- Prescribed medications.

On our website www.szv.sx, you will find an overview of all the health care providers on St. Maarten that are registered with us on the HEALTH CARE ALMANAC page. The almanac is segmented per category and includes relevant contact information.

FAQ: SUBMITTING ZV AND OV DECLARATIONS ONLINE

SZV now offers Employers the opportunity to submit their ZV and OV declarations online via www.szv.sx > **EMPLOYERS**. Registered employers can request an account that grants access to a dedicated web-portal where you can submit your declarations, manage your administration of declarations and much more. By

having an account, employers no longer need to visit SZV offices to submit hard copy declarations and better yet, avoid standing in line during the busy period each month. More information about this online service and frequently asked questions can be found on www.szv.sx or via our staff at the Employer desk – Building 1, Level 1.

THIRD PARTY ACCESS

I want to grant my accountant or employee the rights to submit the monthly declarations, is that possible?

Yes, you can grant your accountant or employee access to do your monthly declarations. This can only be done by the account user with admin rights. However, be aware that you (the legal representative of the company) will remain

responsible for the outcome. Granting access can be done at the account request (3rd party) or when you are logged in. Login into the web portal and go to 'third party'. Click on 'new', fill in the information, select the rights and click save. The 3rd party will now receive an email with the login information.

Please note:

If the new user for your company already has an email address, then fill in that username.

DOCUMENTS YOU MAY NEED FROM CIVIL REGISTRY

When applying for your insurance card at SZV, depending on your status, you may need several documents from the Civil Registry department. Services from the Civil Registry are now by appointment only. Each person's situation is different, so below we have outlined the most commonly required documents you may need for your first time or renewal applications.

- Valid St. Maarten ID
- Valid passport
- Marriage book
- Birth certificate
- Original DETAIL registration form (not older than 3 months)

Please note, that:

The above list is specific for the Civil Registry; you may need additional documents from other Government departments such as Immigration, Tax administration, your local bank, your employer etc.

! IMPORTANT NOTICE !

NO SZV WALK-IN WEDNESDAY SERVICE AUGUST 23RD

There will be no Walk-in Wednesday service at SZV on Wednesday August 23rd. This due to staff training. Persons in need of the following services can request an appointment online via www.szv.sx.

- Apply for Sickness and Accident Insurance
- Re-new your (expired) insurance card

The SZV offices will remain open for all other services during the opening hours of 7:30 am – 3:30 pm.

PLAN YOUR VISIT TO SZV!



Plan your visit to SZV! We have 4 new service desks and on our website you can find exactly what you need to bring with you for each service! We understand the inconvenience of 'back-and-forth' and extended waiting times. With these new service desks we aim to reduce these hassles for our customers. Find out which desks you have to go to the next time you visit SZV;

- Senior, Widow(er), Orphan; visit our Seniors & Benefits desk
- Employer; visit our Employers desk
- Employed or Insured as ZV, OZR or for Accident insurance; visit our Employees & Insured desk
- For doctor control visits, medical reimbursements, medical referrals, prescriptions or AVBZ; visit our Medical desk.

TYPE OF REQUESTS YOU CAN SUBMIT ON WWW.SZV.SX

MEDICAL PAGE

- Info on Daily Allowance
- Status medical referral abroad
- I am abroad, contact me

EMPLOYER'S PAGE:

- Request yellow cards
- Confirmation report
- Info on online declarations
- Request accident forms
- Employee listing
- Status update requests

EMPLOYEES & INSURED PAGE:

- Job history overview
- Do I qualify for SZV insurance
- Status medical reimbursement

SENIORS & BENEFITS PAGE:

- Confirmation of payment
- Life certificate/Proof of life
- Monthly overview pension
- Status application request
- Yearly overview of pension



Employed and not yet insured?

You may qualify for Sickness & Accident insurance

Contact us!: +1721 546 6782
Email: info@szv.sx | www.szv.sx

HASSLE FREE SERVICE STARTS ONLINE! WWW.SZV.SX

Seniors and Benefits


AOV (Old Age Pension)
AWW (Widow(er) Pension)
AWW (Orphan Pension)
Spouse Allowance
FZOG
60+ Insurance
Family Member Registration 60+
Insurance

Card Renewal
Re-print Lost, Stolen or Damaged Card
Request Lumpsum After Passing
Life Certificate
School Declarations
Request Temporary Representative
Request Cessantia

Step 1. Go to www.szv.sx

Step 2. Get the information you need!

- Procedures
- What documents to bring
- Frequently asked questions & answers
- Request services: Appointments, status update etc.
- Download forms, checklist & requirements

 Harbour View Building,
Sparrow Road 4,
Philipsburg, St. Maarten

 Call us: +1(721)546-6782

 E-mail us: info@szv.sx

 SZV Social & Health Insurances

 www.szv.sx



HAS THE ANSWERS!