

~ EDITORIAL ~

DO YOU HAVE AN E-MAIL ADDRESS?



SZV staff explaining online services and E-newsletter registration to customer using the SZV Kiosk.

In 2016, we re-launched our website www.szv.sx with the option to request an appointment online and since then it has been our most popular online service. In 2019, the only option to request an appointment is via our website. However, if you call us, visit us or send us a message on Facebook asking for an appointment, we will respond. Our staff will either, assist you on how to submit a request online or we will do so on your behalf. At all times, we will both go online.

As we have the discussion about online services, we've been asking ourselves

how does the customer really experience this and how can the customer benefit the most? The answers to these questions often go along the lines of... "The customer now has easy access." However, to actually have "easy access" is to have an e-mail address. We'd like to ask our customers to start getting familiar with the internet, our website and consider opening an e-mail account. While SZV is going digital, we urge our customers to do the same. This will not only improve your service experience at SZV, but also help you to independently maneuver in this digital age.

A DOUBLE DOSE OF HEALTH AWARENESS



SZV Health Awareness campaign team

Would you be able to identify the "red flags" of Alzheimer's disease? If you are a male, have you ever been tested for prostate cancer? You may be reading this article and wondering why we are posing these two random questions. We actually would like you to think about the answers and be moved to find out more information. In light of our monthly health awareness campaign, this September month, SZV is sharing a double dose of awareness to our customers.

September is both Alzheimer's and Prostate Cancer awareness month and we want to ensure that you feel inspired to act on improving your health and lifestyle by learning more about these diseases. As your Social & Health Insurance provider, we also touch on some medical care products and services that are covered, should you have any of these conditions.

For example, for prostate cancer: did you know that if you are SZV insured, you are covered for the PSA test, a blood test that helps you determine your status? Another example, if you are at risk or if you have Alzheimer's disease, if you are SZV insured, you are covered for nursing or elderly care and medical aids.

Many persons worry about their medical condition and wonder if they can afford to be treated for their illnesses. If you are SZV insured, you are urged to ask your health care provider for more information about treatment plans and medical aids that you may be insured for.

What else would we like you to know? We would like to ensure that all men are aware of how easy and important it is to get tested for prostate cancer. It starts with a simple blood test. Ask your house doctor about getting tested for PSA levels. We'd also like to share with you the 6 pillars of Alzheimer's prevention, which are great pillars for good health and quality of life in general.

These are;

- 1. Regular exercise,**
- 2. Social engagement**
- 3. Health diet**
- 4. Mental stimulation**
- 5. Quality sleep**
- 6. Stress management**

For more information about these topics and our health awareness campaigns, visit us on Facebook: SZV Social & Health Insurance and keep reading our monthly Social & Health supplement.

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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





LEARN HOW TO GET "ONLINE" AT THE PHILIPSBURG JUBILEE LIBRARY



Senior Computer Classes are back at your Library

The importance of being "internet savvy" has never been more of relevant discussion as it is today. With many of SZV services going online, we often get the question and concern about our seniors being able to make use of these services. Without a doubt, SZV staff is always willing to assist a senior customer with our online tools. However, sometimes an individual may need more time and instruction to get by online. At SZV, we were happy to read that the Philipsburg Jubilee Library has commenced with their FREE Senior Internet classes for persons over 50 years of age. This is truly a great opportunity for our seniors to take advantage of!

- **"The senior classes will be held in the Cyber room of the library every Friday morning and afternoon, starting September 6th, 2019 to December 20th, 2019, time: 9 am to 12.00 pm and 2 pm to 5 pm.**
- **The library has provided Senior Internet Classes since 2015 to many seniors, providing access to computer technologies that enrich their lives and enable them to share their skills.**
- **The Senior Internet course consists of a beginner's introduction to computers, the use of E-mails, Facebook, digital reading and Skyping with your fellow senior mates, family, and friends at large."**

The classes are free, however space is limited to 10 persons per session. Registration can be done at the library and ore information can be obtained by calling 542-2970, ask for Certified Media Coach Coordinator ICT department Francia Housen.

TIP: During the course, you will also learn how to navigate the SZV website to request your appointments or get general information.

The library is located upstairs of the Adolphus Richardson Building, at W.J.A. Nisbeth Road # 3. The library is open daily from Mondays through Saturdays. More information about the Philipsburg Jubilee Library can be found online: www.stmaartenlibrary.org on <https://www.facebook.com/stmaarten.pjlibrary> and <https://twitter.com/SXMLLibrary>.

TIP: On the Library website, you will also get access to the digital library, for your online reading convenience.



SZV TIPS FOR EVERY SEASON

- ✓ Be sure to always have a valid medical insurance card
- ✓ Request to renew your medical insurance card 4 weeks before it expires
- ✓ Be sure to always have a valid identification and travel documents
- ✓ Be sure to have an overview of medication you take and know your medical history
- ✓ Your SZV medical insurance card is not valid outside of (Dutch) Sint Maarten
- ✓ When traveling abroad, it is recommended to purchase medical travel insurance
- ✓ If you have a Facebook account, Like and Follow the SZV Facebook page: SZV Social & Health Insurances
- ✓ If you are working, your employer must register you at SZV and submit any changes about your employment
- ✓ If you are approaching pension age, submit your request for AOV pension 6 months before you reach pensionable age
- ✓ Questions about SZV? www.szv.sx has the answers!

NEW MATERNITY LEAVE

At present, insured employees are entitled to a total of 12 weeks maternity leave. You can choose between 4, 5 or 6 weeks before the estimated due date and the remainder after birth. You will receive control by the Control Doctor of SZV for 5 or 7 weeks after birth.

PROCEDURE

One (1) to two (2) weeks before the planned start of your maternity leave, you have to visit the SZV control doctor to sign-off for your maternity leave on your Yellow card or Blue card (in case you are a Government employee).

WHAT TO BRING

- Your valid SZV Insurance card.
- If applicable, your Yellow card, if you are ZV insured.
- If applicable, your Blue card, if you are a Government employee and already have one.
- The signed letter from your gynecologist or midwife, indicating your due date.

Please note:

- That your Yellow card is only valid when the Employer Information section is completely filled out and signed by your employer. This is only applicable for ZV insured.
- That your Yellow card must be signed by your gynecologist or midwife, or you will not be able to see the control doctor of SZV.

FAQ's

What to do if I am on sick leave before maternity leave?

You follow the regular AO-Control procedure.

Important: SZV has taken note of the recent Parliament decision to extend the maternity leave period. Please note that the necessary legislation for this has not yet been drafted to be implemented by SZV. Until then, the above mentioned maternity leave procedure remains applicable.

INTERVIEW: THE DIGITAL TRANSFORMATION OF SZV PT II



SZV ICT & Registration staff reviewing new scanning procedures.

In edition #22 of our Social & Health Supplement, we featured Part I of this interview with SZV staff member Caren Matthew of the ICT department. In Part II of this interview Caren shares more tips on how SZV customers can prepare for the digital changes at SZV and what to look for in 2020.

Q: What does the future of “online self-service” look like for the customer?

Caren: Right now, we are in the process of implementing an online queuing system. What this is, is a new way to book your appointments at SZV, online. We are combining booking appointments and a queuing system in one. As a customer, when using this, when you are booking an appointment you will be able to see how long the waiting time is. If you were walking in the SZV office for a service, you would be able to see what the waiting time is at the moment for that walk-in service. And of course, there are a lot more 'perks' to this. This is just one example of how we are trying to truly improve the customer experience at SZV.

Q: What about the customers that are not “tech savvy”?

Caren: For these customers, we still have our hosts, our staff that can assist them on

the kiosk at the office and walk them through the process. However, having an e-mail address will become essential at some point. E-mail will be one of the primary ways to communicate with the customers in the future. We cannot say that our customers are not ready. Many people have Facebook accounts, and you cannot access Facebook without an e-mail address. At SZV, we will be using the resources that already exist, to make it efficient for our customers. There will always be a percentage that is not tech savvy, and we will hold their hands and get them there.

Q: Within the next 12 months, what is the most exciting digital change to look forward to?

Caren: I think our communication line is going to be improved. We have digitalized the majority of our data that once challenged us to give that “one-stop-shop” service. In a year from now, our customers will see our efficiency improvement. In a year from now, our customers can log in to their own personal portal and have access to their information. We will connect more efficiently with our customers and vice versa.

MEDICAL REFERRAL ABROAD



When abroad:
your FIRST point of contact is the international desk.



DO YOU WANT TO GO DIGITAL WITH SZV?

Here are some ways you can run your business with SZV online:

- For HR departments:
 - Give your employees information about their medical insurance with SZV. Your employees can go to our website www.szv.sx to request an appointment, find out about their medical coverage, download forms and more.
- For Financial administrations:
 - Submit and declare monthly ZV/OV premiums online! No more paper forms. Request an account on our website www.szv.sx.
 - Download forms to submit loss of wages request, cessantia declaration and more.
 - Online overview of yearly wage limits and premiums, including employer-employer contribution percentages.

There is more! Go to www.szv.sx and go digital with SZV.



NO AO control (Sick Leave Control) is possible outside of the scheduled hours of 07:30 am - 10:00 am daily from Monday through Friday.



HOW CAN YOU GIVE US YOUR FEEDBACK?

SZV encourages its customers and stakeholders to continuously give feedback. This input is directive to the way we serve and develop as an organization. At SZV we welcome and embrace your input. There are several ways that you can give us your feedback;

- Make use of our Feedback station or Kiosk at our offices: make use of our short online survey form or together with one of our hosts.
- Use our feedback form, which is available at all customer

desks and online on our website.

- If you are on Facebook, we welcome your feedback via a message.
- You can also give your feedback on our website.

We are dedicated to continuously improve our services and for this, we continue to ask for your support and collaboration during our transition phases. Our goal is to be more and more Customer Focused and we cannot achieve this without you.

GO ONLINE WITH SZV!

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



SZV SOCIAL & HEALTH INSURANCES | SZV.SX | INFO@SZV.SX

WWW.SZV.SX HAS THE ANSWERS!





**FREE
WORKSHOPS**

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

Final dates: October 30 and November 27

REGISTRATION AND MUTATION OF EMPLOYEES

How to fill in and submit Employee mutations to SZV.

You will learn:

- How to fill in the form in the cases of an Employee Commencement, Mutation or Termination.
- The importance and implications of the Employer obligations.

This session is NOT for Employees.

**Register online via
WWW.SZV.SX**

