

Holiday best from *onemedifund*

onemedifund wish all our contributors a safe and happy festive season. May it be a great time of relaxation with family and friends.

As always we will be open throughout December and January, only closing on public holidays.

During the public holidays, you'll be able to access your health cover with our Online Services.

To log in or register, go to onemedifund.com.au/contributors/os.

What if I need to go to hospital during the holidays?

We would rather you did not miss out on your holidays, but should you need to go to hospital, you can as normal. To hospital as a private patient, hospitals need to check if you have private health insurance. This is called an eligibility check.

Hospitals can do this online without the need for our offices to be open. In short, your health will not be put on the line by public holidays.

Date	Hours
Monday, 25 December	Closed
Tuesday, 26 December	Closed
Wednesday, 27 December	8:30am to 5pm
Thursday, 28 December	8:30am to 5pm
Friday, 29 December	8:30am to 5pm
Monday, 1 January	Closed
Tuesday, 2 January	8:30am to 5pm

School leavers – it is time for your own cover!

Congratulations to those of you who have completed your schooling! To maintain your health cover after year 12, you will need to obtain *onemedifund* cover in your own name.

Transferring directly from your parents' cover to your own will ensure continuous coverage and means that you will avoid waiting periods on your new cover (provided that your new cover is the same as or lower than your current cover).

It is important that you act now. You can find information about our cover options at onemedifund.com.au/products

Getting your own cover is simple. It can be done:

- over the phone by calling **1800 148 626**
- by completing an application form
- online at onemedifund.com.au

Need a little help?

At this time of year, *onemedifund* focus on contributors needing increased support with their physical and mental health. Mental health conditions, diabetes and arthritis are just some of the targets of this program. If you hold hospital cover with us, you might find our Strive for Health program useful.

Strive for Health offers 24-hour access to a health coach for support, education and advice. For more information, please visit onemedifund.com.au/contributors/healthprograms.



Strive for Health case study: Amanda's story

Mental health can be one of the toughest challenges: not only for you, but for your loved ones who want to help you. Thankfully we have had great results getting contributors professional help. Not long ago, 29-year-old Amanda*, married with a two-year-old daughter, struggled under the weight of family and financial pressures.

Amanda was attacked by feelings of depression, anxiety, loneliness and severe panic attacks.

Amanda decided to complete our online Health Risk Assessment (which took just 15 minutes) and received a call from one of *onemedifund's* trusted health providers, Home Support Services (HSS), shortly afterwards.

Sue, a mental health nurse with HSS, worked out a plan with Amanda to get her back on track. Sue contacted Amanda's GP to ensure Amanda was getting the right medications for her troubles, organised psychological support and provided her with coping techniques.

Amanda used the help she received to get on top of her emotions, reducing the intensity of her symptoms. Buzzing with renewed confidence, Amanda's relationships also improved.

Struggle no longer. Give our free, confidential, Health Risk Assessment a go. We do not receive your personal information and it does not affect your rates now or in the future. Simply log in to Online Services and click the link.

**Name changed for privacy reasons*

Best employer status

It is little wonder that the *onemedifund* customer service staff answer the phone with a smile!

You may be aware that our customer service team is employed by Peoplecare, our service provider, which has been recently named as an Aon Best Employer for 2017. We warmly congratulate their achievement.

The Aon Best Employer list for 2017 comprises 16 leading Australian and New Zealand organisations. Aon Hewitt creates the list of top calibre organisations that record high employee engagement, effective leadership, outstanding human resources and a high-performance culture that stand out from the rest.

Peoplecare is the only health insurance provider to be listed in the history of the annual Aon Best Employer list and confirms the success of their unique approach and commitment to engaging and motivating employees, guided by their philosophy 'personal is best'.

Peoplecare Chief Executive Officer, Mr. Michael Bassingthwaighe, said the recognition by Aon demonstrates the commitment that all employees have and affirms the organisation is out-working its vision to be a customer service company without peer.

"The culture within Peoplecare is what sets us apart. A positive, inclusive culture that strives for continuous improvement, exceptional customer service and positive workplace relations is a clear driver of outstanding performance."

Appearing on the coveted list of employers is also great news for *onemedifund* contributors, says Peoplecare's Head of People, Culture & Capability, Maree Morgan-Monk.

"This recognition also provides you with confidence that Peoplecare is an organisation that invests in the people that are servicing and helping contributors, often during difficult times in their lives. We have a high-performance culture and that is undoubtedly reflected in the way we help people, deliver exceptional customer service and be a secure, financially healthy organisation."

onemedifund use Peoplecare for customer service and management services.



Eyecare discounts



onemedifund contributors have access to a range of eyecare discounts across the country.

Company	Special offer	Contact details
Peoplecare Eyes Online	<ul style="list-style-type: none"> Free Renu Solution Value Pack valued at \$24.95 with any purchase over \$100. Simply place any order over the value of \$100 and enter the promo-code VACA2017 to redeem your free solution! Hurry, this offer is only valid until the 31st of December 2017! <p><i>Please note, discounts & free products cannot be claimed retrospectively.</i></p>	<p>peoplecareeyesonline.com.au 1300 018 137</p>
Laubman & Pank	<ul style="list-style-type: none"> 20% off lenses 20% off lens extras (such as anti-reflective UV coating and tinting) 15% off non-prescription sunglasses 10% off contact lenses in-store <p><i>Health fund discounts are not available in conjunction with any other offer or discount, rebate or benefit other than a health fund rebate. Excludes eye tests and contact lens consultations.</i></p>	<p>laubmanandpank.com.au 131 567</p>
Teachers Eyecare	<ul style="list-style-type: none"> 35% discount on frames (with prescription lenses) 20% discount on lenses (when purchased without frames) 25% discount on contact lenses 	<p>optical.teachershealth.com.au 1300 728 488</p>
OPSM	<ul style="list-style-type: none"> 20% off lenses 20% off lens extras (such as anti-reflective UV coating and tinting) 15% off non-prescription sunglasses 10% off contact lenses in-store <p><i>Health fund discounts are not available in conjunction with any other offer or discount, rebate or benefit other than a health fund rebate. Excludes eye tests, contact lens consultations and Chanel products.</i></p>	<p>opsm.com.au 13 20 20</p>
Eyebenefit	<ul style="list-style-type: none"> 20% discount for 1 pair of complete glasses (frames and lenses) 15% discount on spectacle lenses only 10% discount on contact lenses 	<p>eyebenefit.com.au (03) 9478 7222</p>
Specsavers	<ul style="list-style-type: none"> 30% off lens options* until 31 December. In-store only. 25% off a single pair of glasses on purchases over \$149* Free digital retina photography* <p><i>*Conditions apply. Visit the website for details.</i></p>	<p>specsavers.com.au</p>
VSP Australia	<p>onemedifund contributors (with extras cover) can receive either;</p> <ol style="list-style-type: none"> one pair of No Gap frame and lenses, OR a free second pair of no-gap glasses* <ul style="list-style-type: none"> You can also receive a 15% discount on all in-store contact lenses and 20% discount on all lens add-ons. <p><i>*First pair must be purchased outside of No Gap to qualify for free second pair from the \$149 designer range. Includes single vision, hard coated, scratch resistant, UV protective lenses.</i></p>	<p>vsp-australia.com.au</p>

For terms and conditions visit www.onemedifund.com.au/contributors/eyecare-discounts.