

HEALTH  
COMES  
FIRST



# Moments of truth

**nib**



# Public health system is failing New Zealanders

AND IT'S PREDICTED TO  
GET WORSE...

## DHB shake-up on cards after major report criticises muddled health system

3 Sep, 2019 2:11pm

© 4 minutes t



Source: NZ HERALD

# Blair Vining's Epic Journey



**“It is health that is real wealth.  
Not pieces of gold and silver”**

**GANDHI**



# There are a lot of kiwis without health insurance



AGE BAND: 0-34 YEARS



AGE BAND: 65 - 90+ YEARS



AGE BAND: 35-64 YEARS

Source: Health Funds of NZ March 2019

# Health insurance: most wanted work perk in NZ



## HEALTH INSURANCE

The most appealing work perk that businesses can offer New Zealanders is health insurance cover.

Source: Independent research conducted by Nature on behalf of SEEK. Interviewing 4000 Kiwis annually.

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# Your client's better health

Moving from health insurer to health partner

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# nib - Our purpose is your client's better health

**01** Specialise in Health Insurance

**04** Assess over 100,000 claims a year

**02** NZ's second largest health insurer

**05** Over \$157 million in payments made a year

**03** Provide cover for over 200,000 members



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# Moments of truth

- using your cover

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# Meet Craig

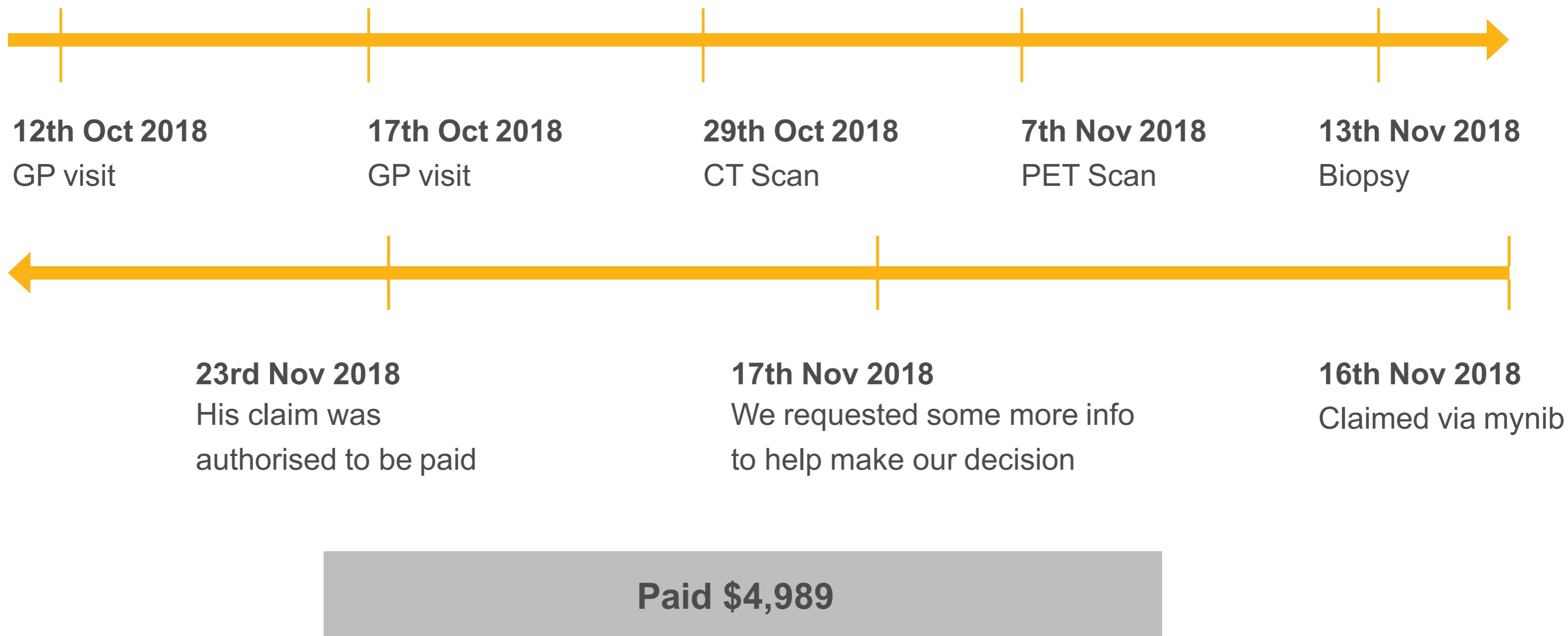
**In 1998 following the advice of an independent financial adviser, Craig chose to become an nib member**



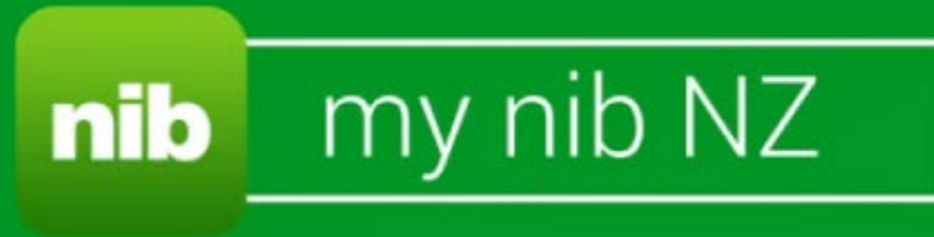
This testimonial reflects the individual experience of this nib customer (not pictured).



# Good value from their nib health insurance

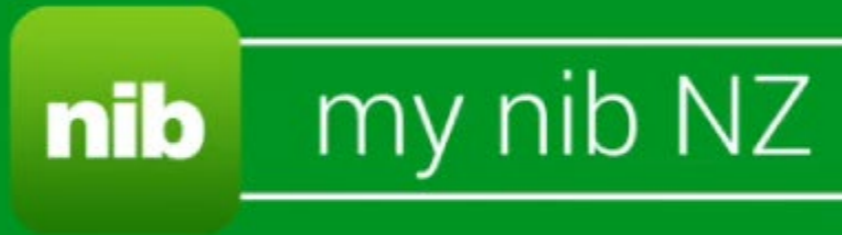




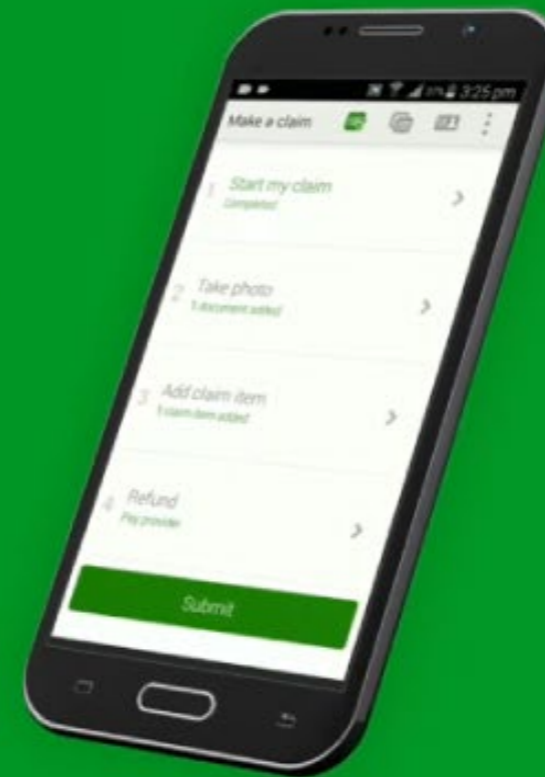


## Part 2: Using the **my nib** app

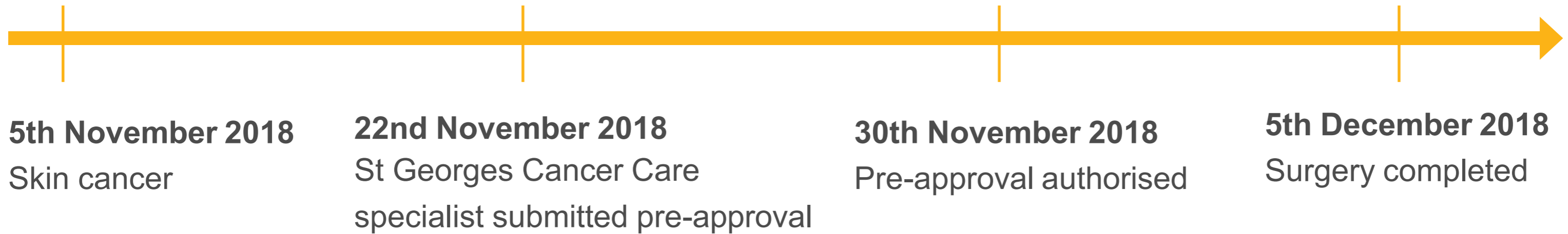




**Part 3:**  
How to submit a claim  
using the **my nib** app



# Unfortunately, the diagnosis wasn't good



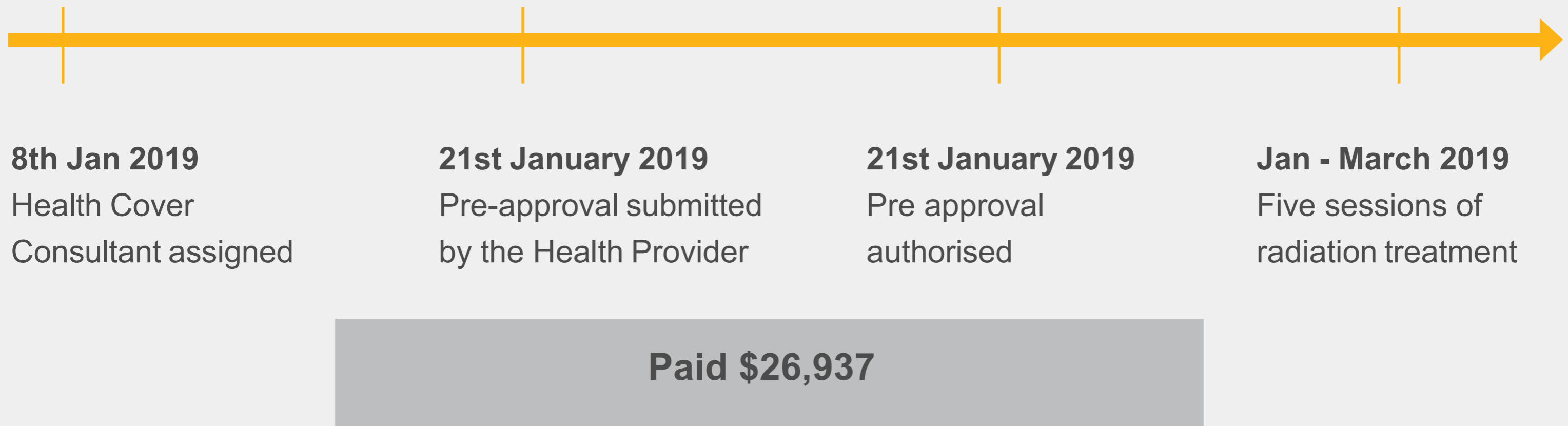
**Paid \$25,602**  
Procedure left him with a speech and swallowing impairment





# Being a health partner is about value add

Craig was assigned a Health Cover Consultant, to support him during his acute condition



# A note from Craig

“We are very appreciative that we were assigned a Case manager who was able to make it less stressful for us going forward with the surgery and after surgery treatment. It’s a big thank you to nib and the team!”

**Craig**

nib member

It's the most rewarding thing we do

“I feel I've made a difference”

**LYNN MEYRICK**

Health Cover Consultation





# And it doesn't end there...

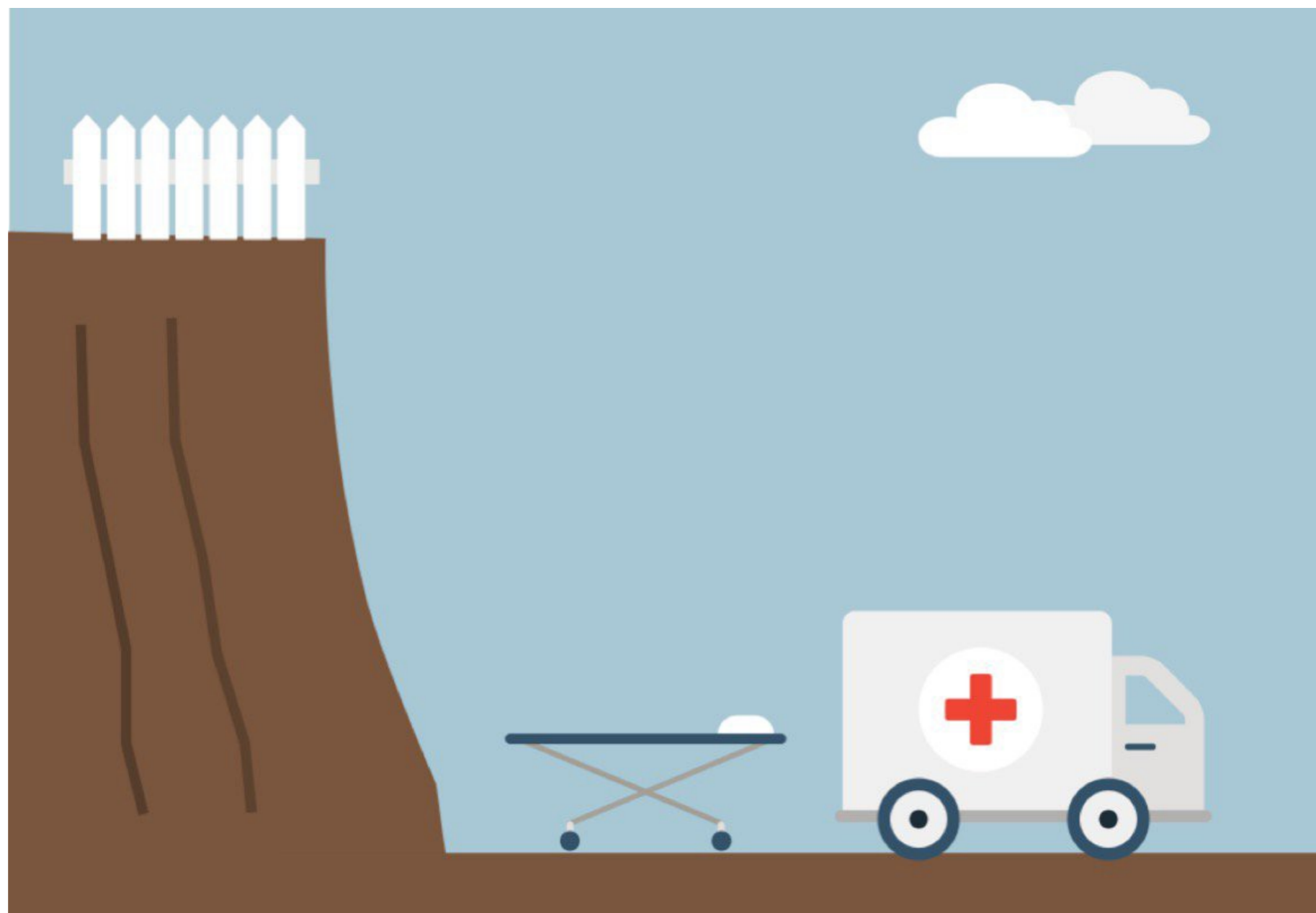
## NEXT FEW YEARS:

- Specialist visits are covered
- Scans are covered

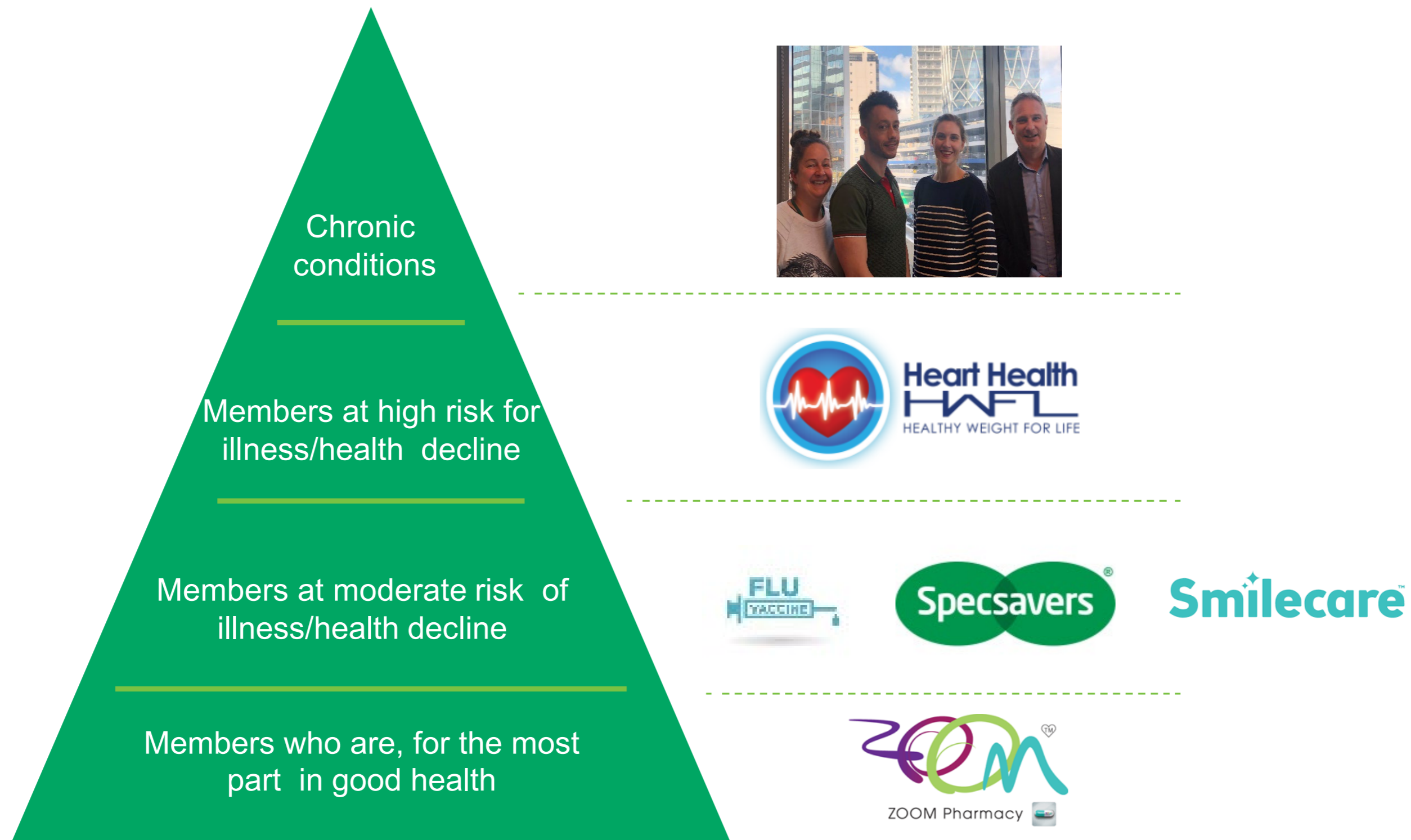




# Moving from health insurer to health partner



# Our health management programmes



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# A dedicated team here to help

## POPULATION HEALTH TEAM:

Cheryl - **Registered Nurse**

Dr Isma - **ENT specialist**

Catherine - **Dietician**

Dr Andrew - **Doctor of Chiropractic**



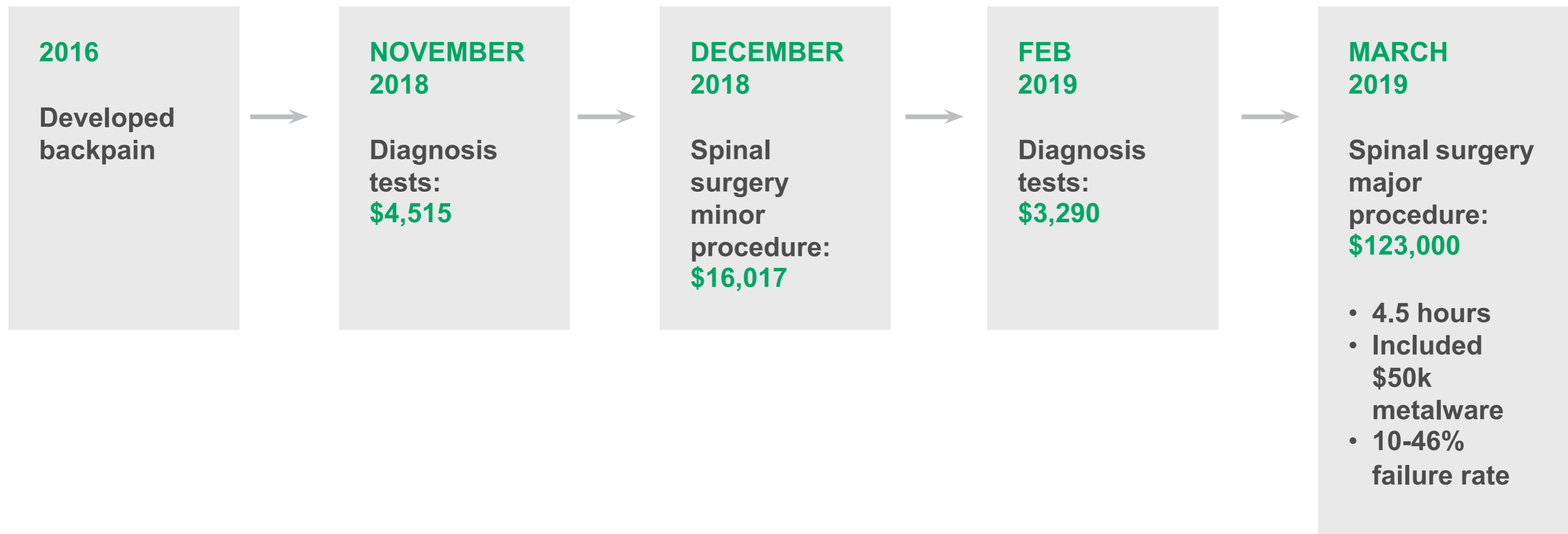


# Meet Tim. He loves trout fishing.



# In 2018, life threw Tim a curved ball...

...HIS BACK PAIN BECAME UNBEARABLE. HE OPTED FOR SURGERY.

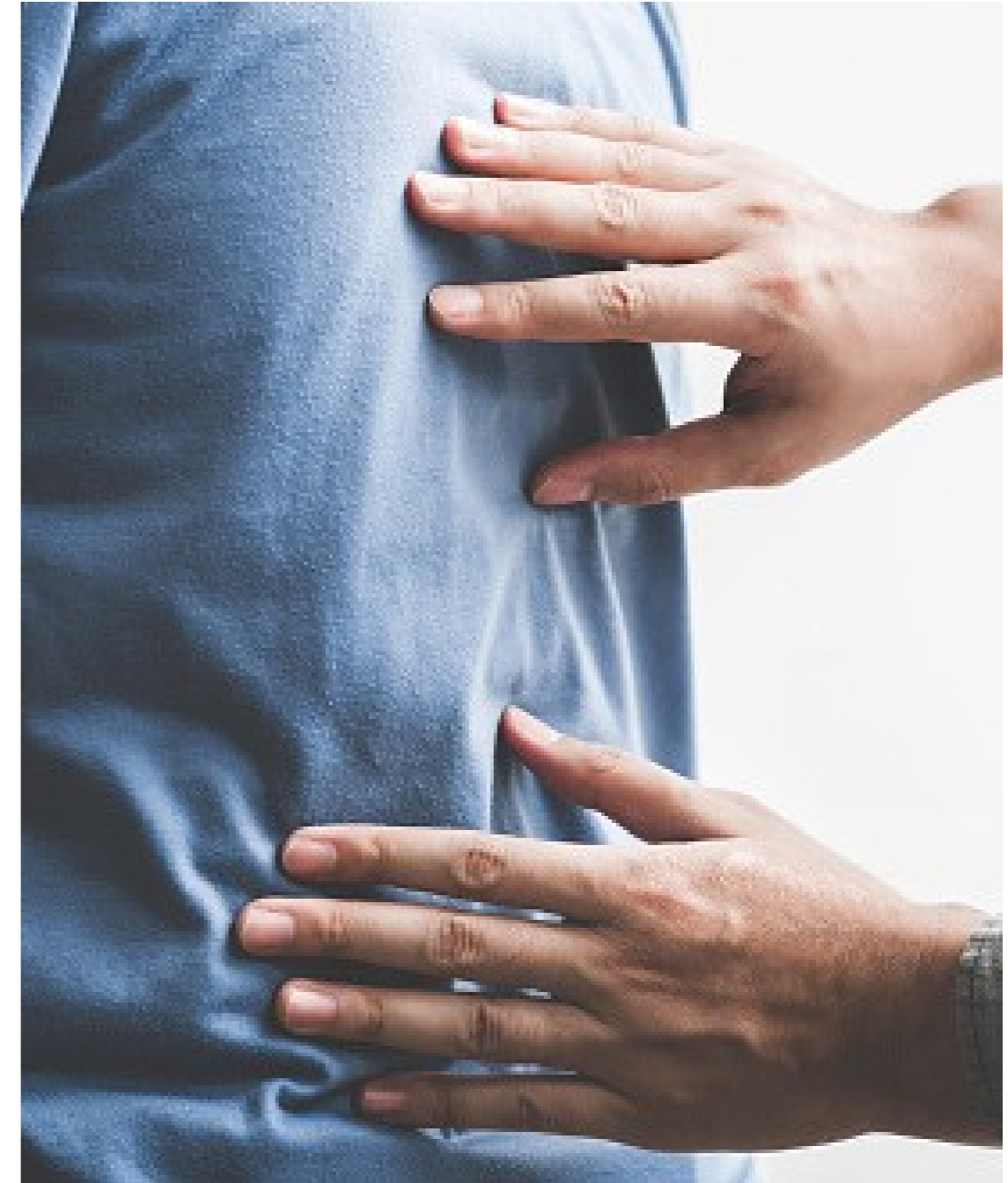




# But the surgery wasn't successful....

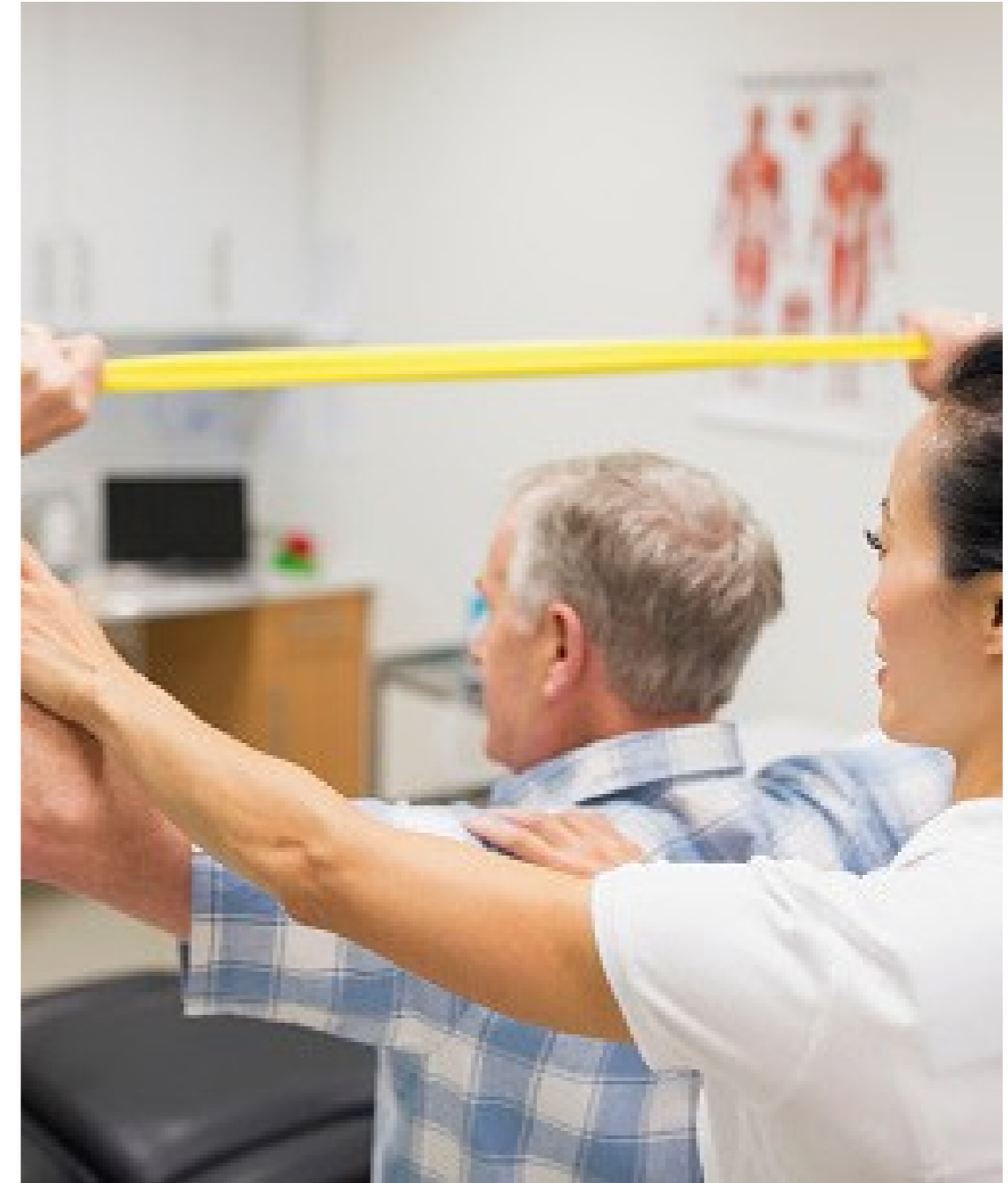
## **BY MAY 2019, TIM:**

- Couldn't stand without support;
- Struggled to walk
- Couldn't roll over in bed
- Had to give up trout fishing



# Tim joined our “Fix My Back” programme

- In June 2019: nib Wellness Coach made contact
- Offered a place on “Fix my Back” \$1000 as ex-gratia
- Included physio & psychologist sessions



# The family have had great value from their cover

Year	Condition	Cost
2019	Spinal Surgery	<b>\$123,000</b>
2018	Diagnostics/tests for spinal surgery (pre and post)	<b>\$3,290</b>
2018	Spinal surgery (minor procedure)	<b>\$16,017</b>
2018	Diagnostics/tests for spinal surgery	<b>\$4,515</b>
2017	Oncologist consultations post cancer	<b>\$2,415</b>
2016	Radiation treatment for testicular cancer	<b>\$20,728</b>
2016	Surgery and consults for testicular cancer	<b>\$11,233</b>
2015	General tests and medical claims	<b>\$2,900</b>
2014	General tests and medical claims	<b>\$330</b>
2013	General tests and medical claims	<b>\$1,334</b>
2012	Foot surgery (Osteotomy) for Mrs	<b>\$6,389</b>

Year	Condition	Cost
2011	General tests and medical claims	<b>\$34,150</b>
2007	Kidney Stones (Lithotripsy)	<b>\$6,294</b>
2005	Testicle removed (orchidectomy)	<b>\$4,600</b>
2003	Minor gynaecological procedure (LLetz) for Mrs	<b>\$2,507</b>
2000	Gynaecology procedure (hysteroscopy)	<b>\$3,227</b>
2000	Tonsillectomy for child on policy	<b>\$1,900</b>

**\$230K**  
Paid over 19 years





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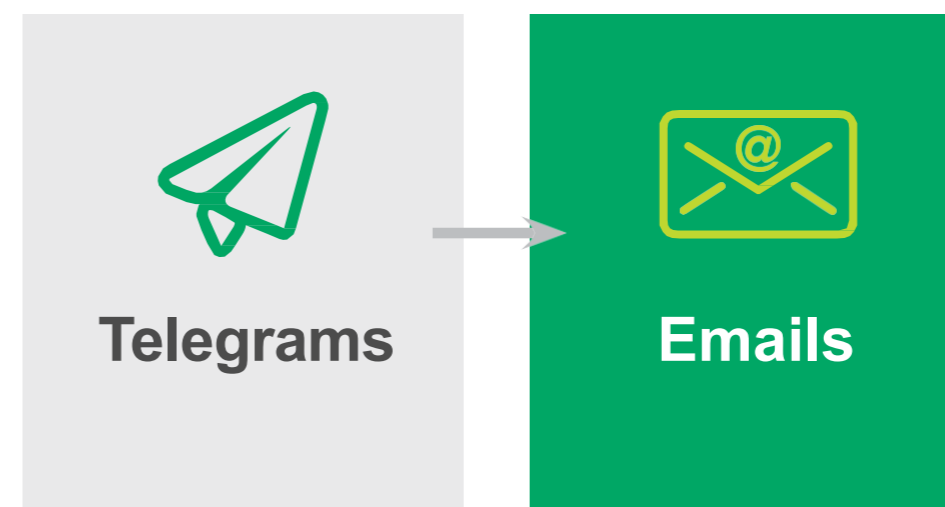
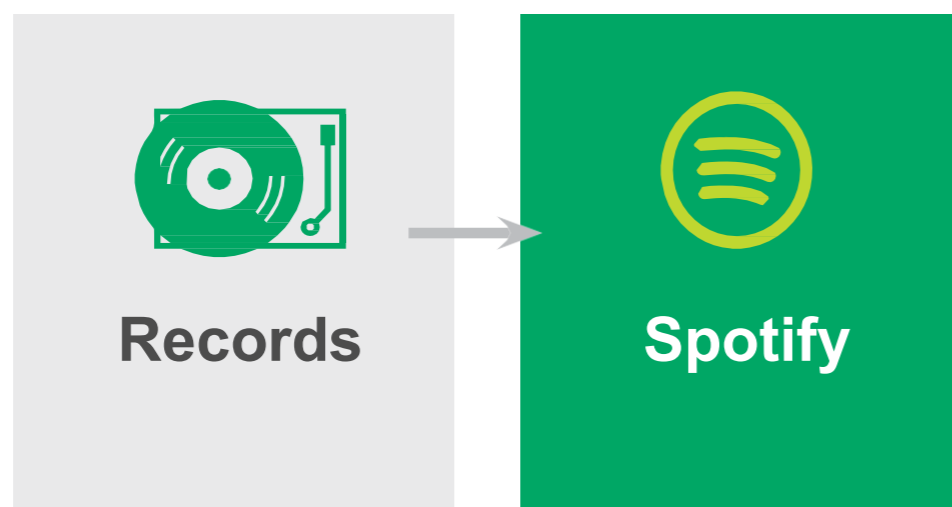
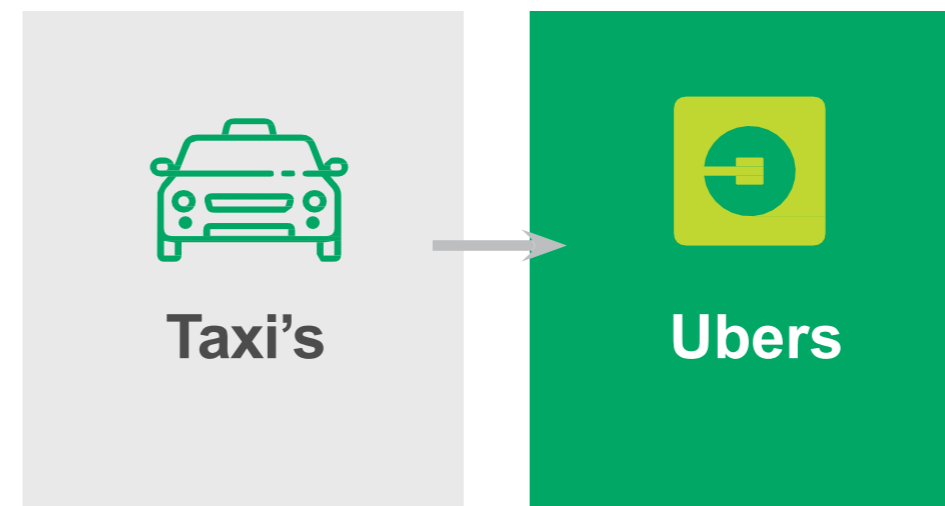
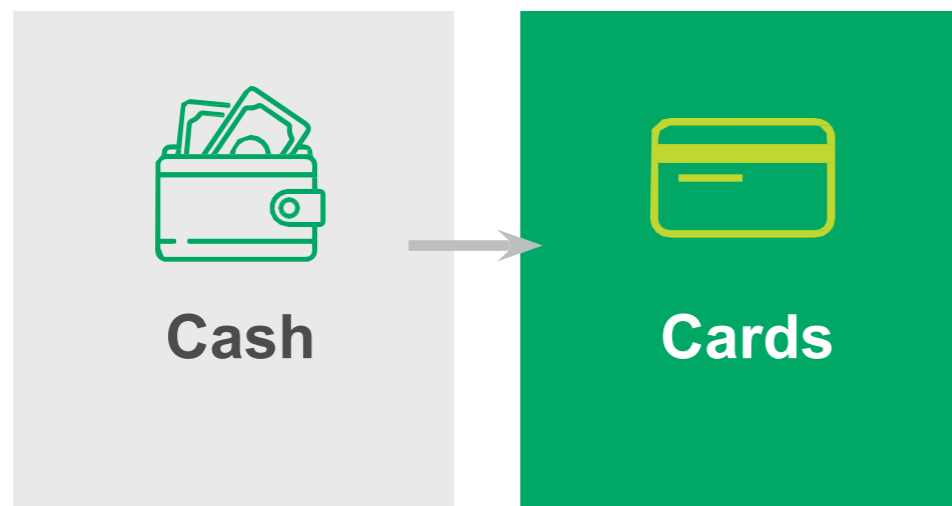


# Moments of truth

- applying for cover

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# This new world requires us to act differently





# It's the age of the customer



**“I WANT EVERYTHING NOW!”**



# The answer – nibAPPLY



**Empowering clients**



**Save time**



**Faster**



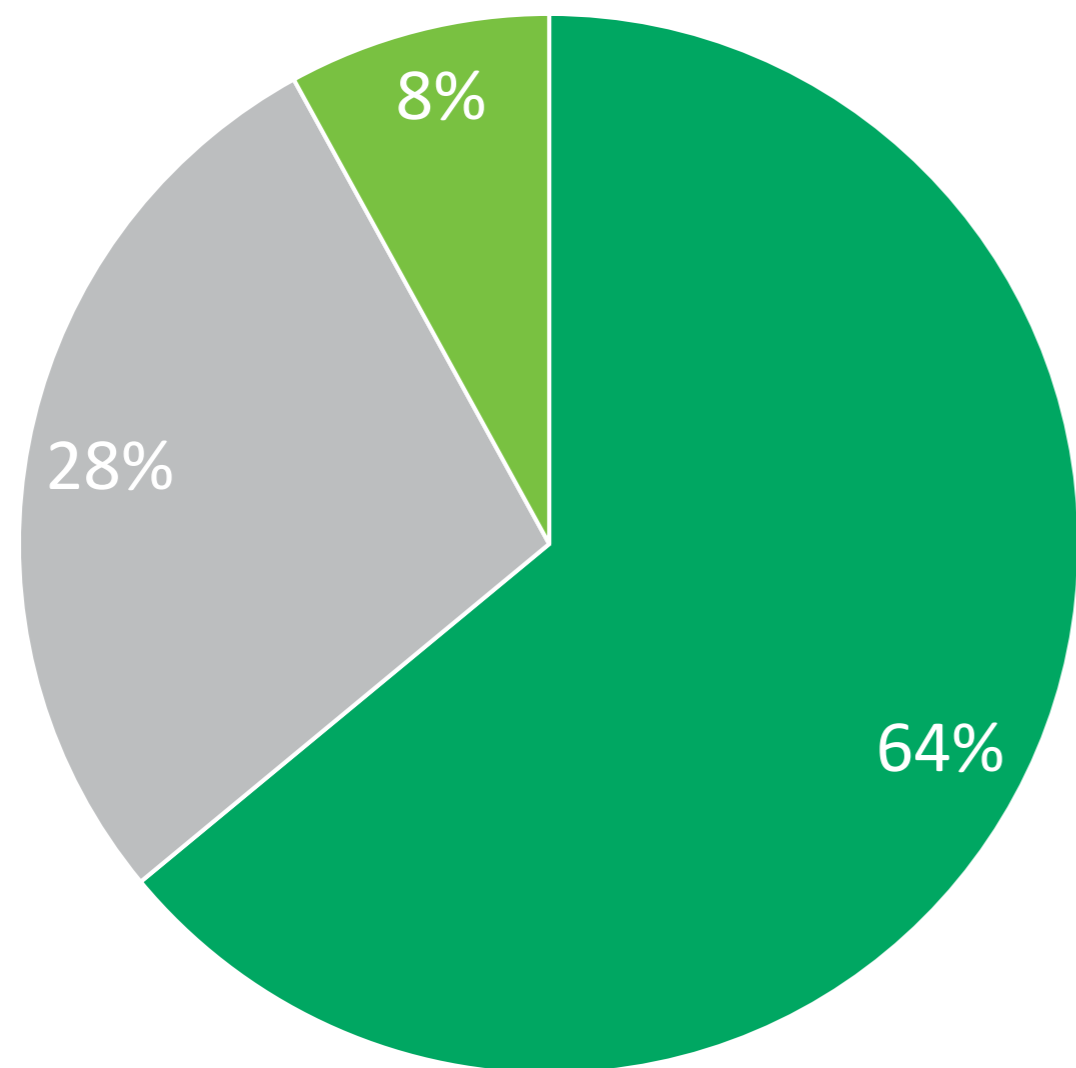
**Eliminates 'lost' applications**



**Record Keeping**

# Delivering results

### UW Outcome



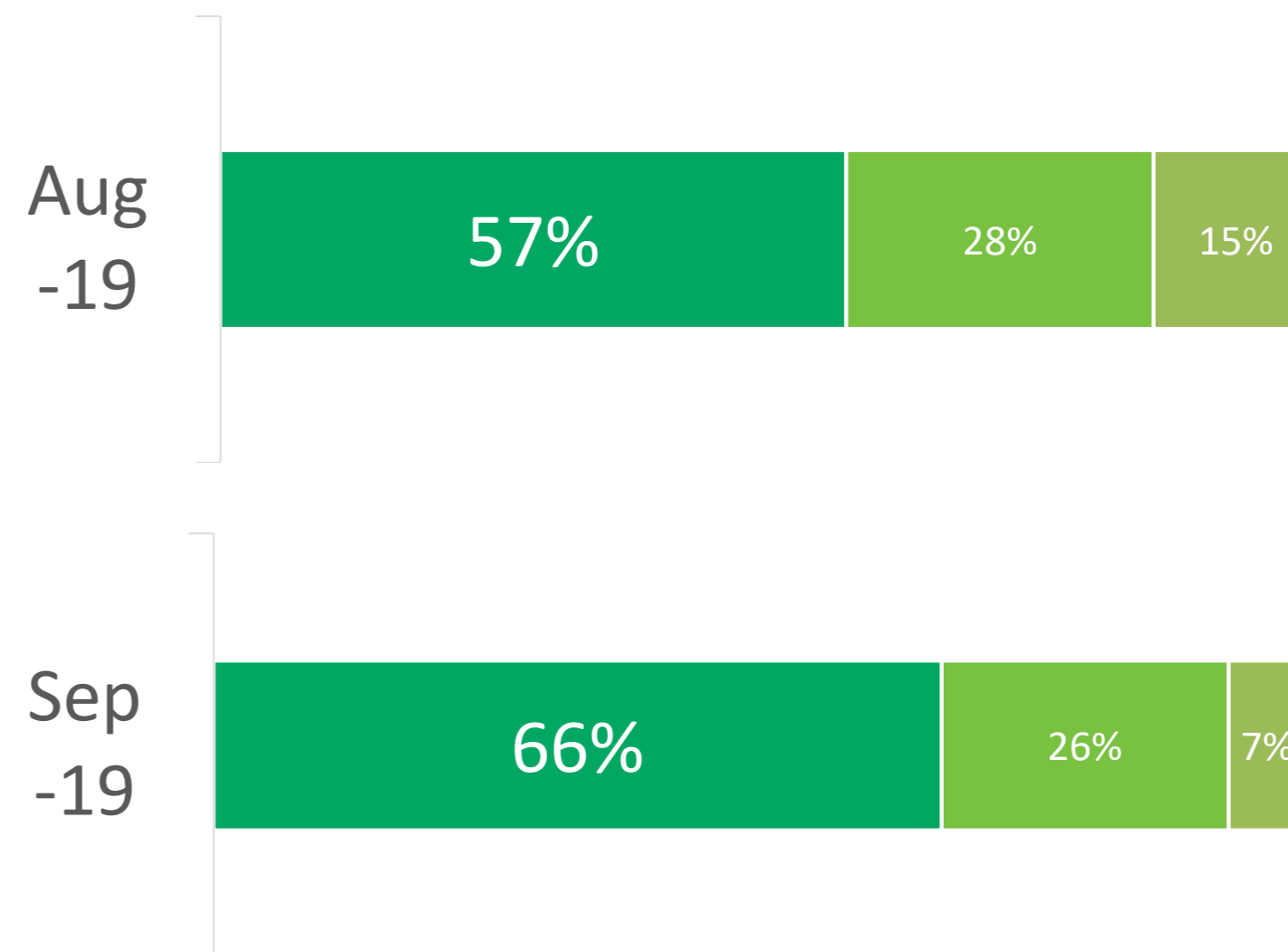
■ Accepted

■ Manual review

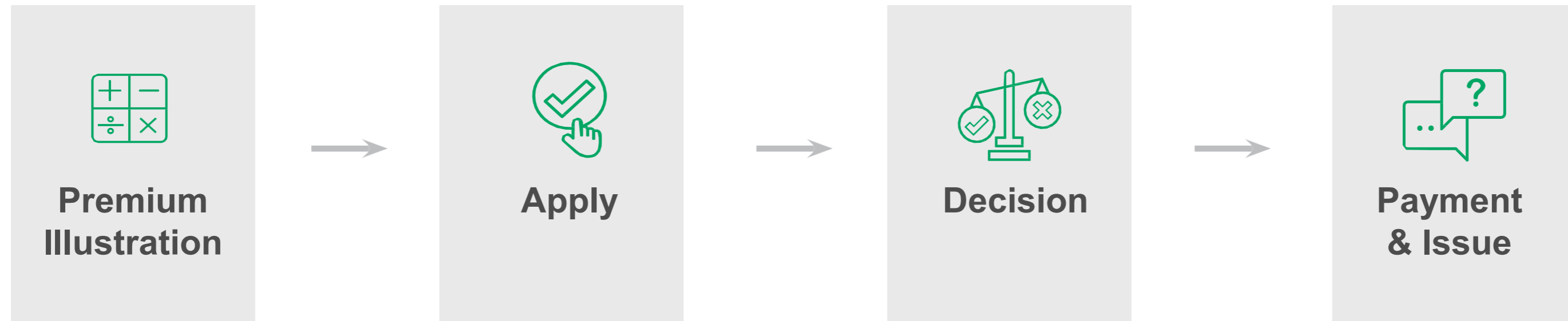
■ Undefined

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### UW Outcome by month



# Quick and seamless application



By the end of 2019, a complete end to end process





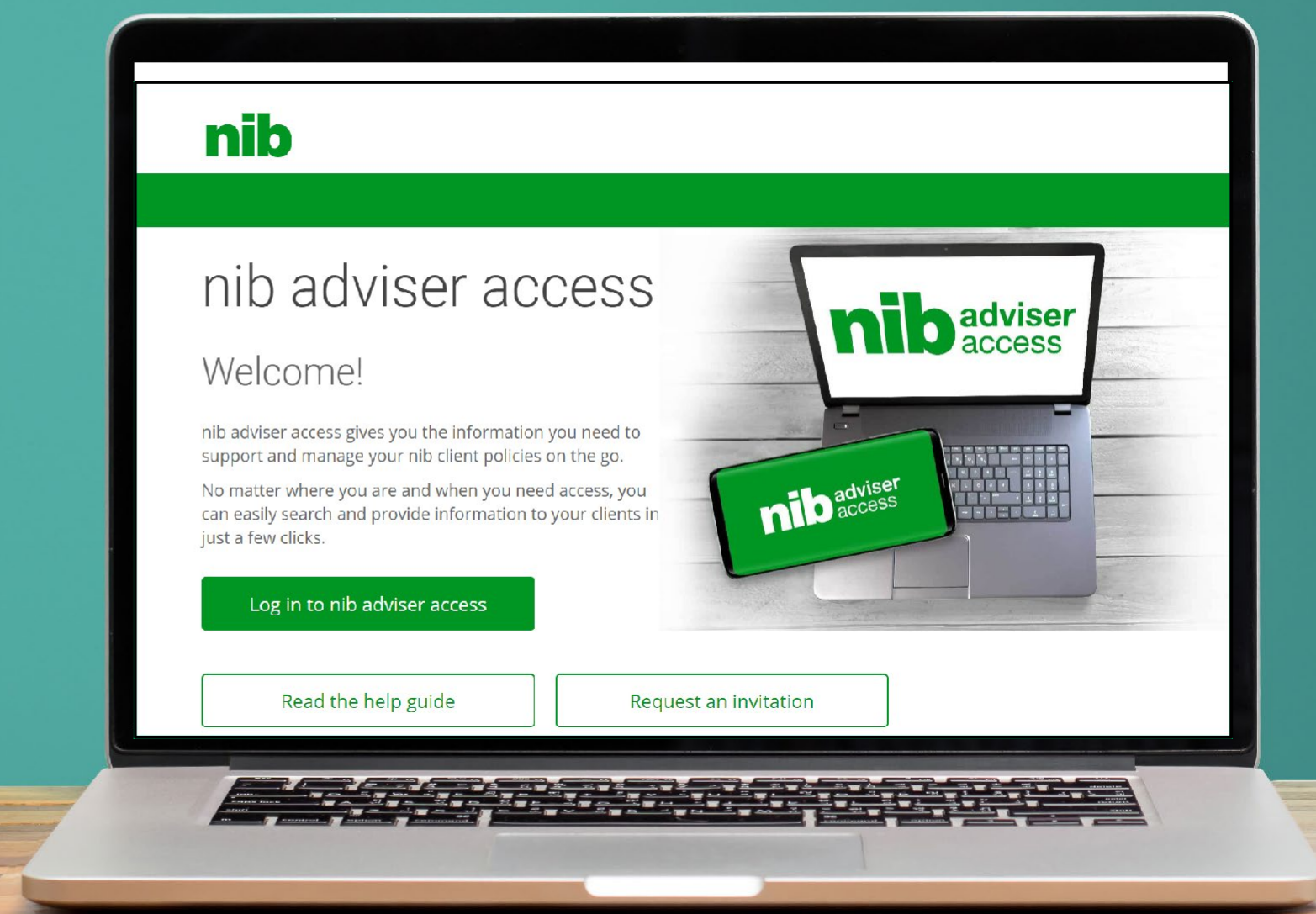
# Find it all here: nib adviser access

24/7 free access to information. Available at agency, sub-agency & individual adviser level

Join nib using nibAPPLY

View your client register

See your member documents



# Some of your questions answered

- Quick premium illustrations?
- Cases in progress?
- System / connectivity issues?
- Further training & assistance?



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# Getting started with nibAPPLY...

- Choose tech savvy clients
- Invite them to be at the leading edge
- Redefine your role – you're their guide as they complete the application
- Choose singles lives, health only, likely clean skins
- Identify technology strongholds – your office, plan to use their Wi-Fi
- Practice in private with the support of your Adviser Partner Manager





# 4 ways to create a premium illustration

nibAPPLY

nib illustrator

Quotemonster

Fidelity Life Apollo

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# Different application types are still available

Electronic applications

Paper applications

Risk / health application documents

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# Adviser licensing

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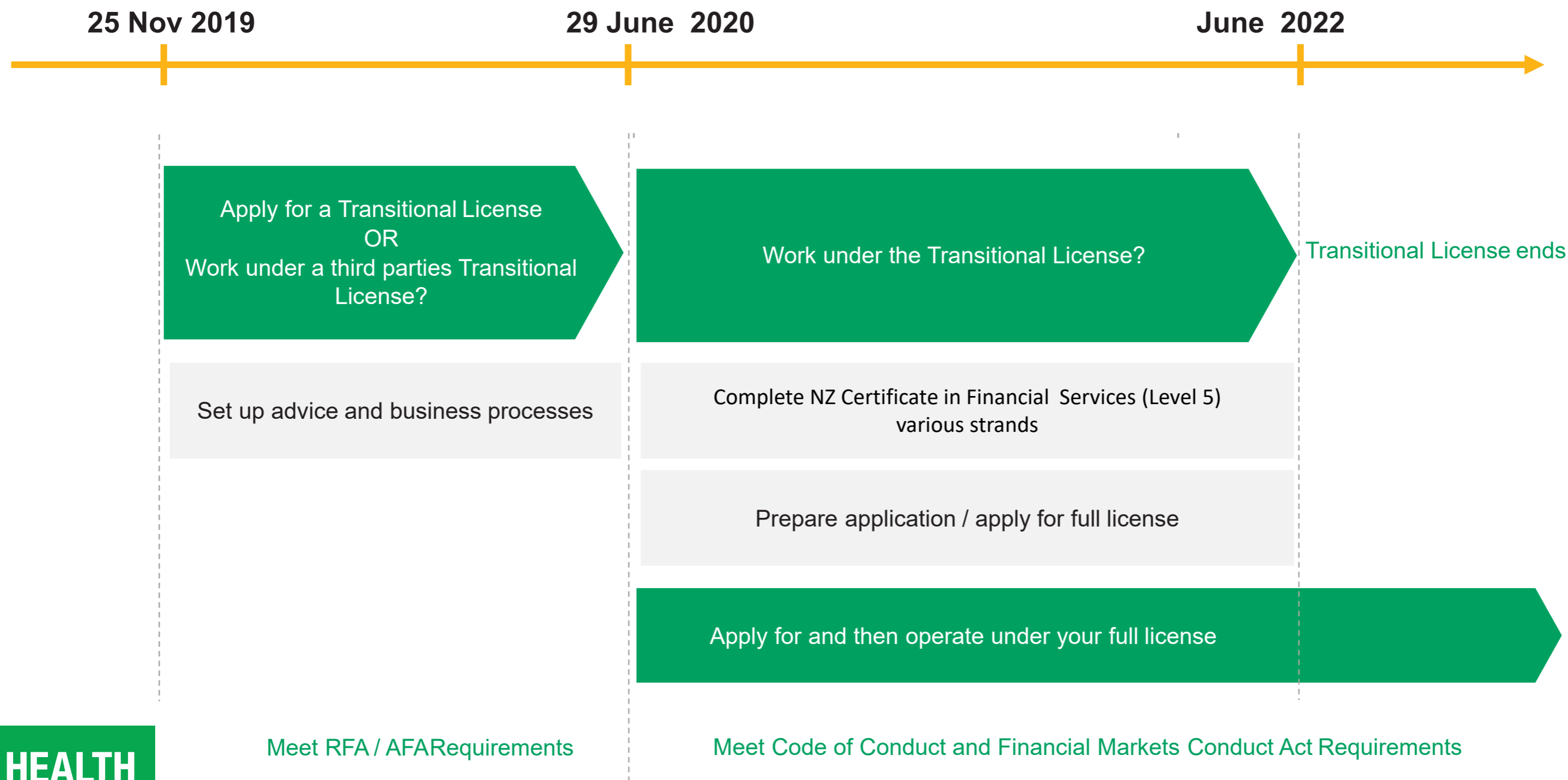




# Your Licensing Options



# Timeline - completing the licensing process





# Licensing costs

## Transitional license

\$405 plus \$38.75 per authorised person on the license

## Full license

\$612





# Resources

## Guide – who licensing affects

<https://www.fma.govt.nz/assets/Fact-sheets/Who-will-need-a-licence-to-provide-financial-advice.pdf>

## Timing and overview

<https://www.fma.govt.nz/compliance/role/fap-new-regime/when-changes-come-into-effect/>

## Getting prepared (single adviser & other business structures, inc. scenarios videos)

<https://www.fma.govt.nz/compliance/role/fap-new-regime/getting-prepared/single-adviser/>

[https://issuu.com/financialmarketsauthority/docs/fma\\_supervision\\_approach\\_-\\_2019\\_advice\\_seminars\\_f](https://issuu.com/financialmarketsauthority/docs/fma_supervision_approach_-_2019_advice_seminars_f)

<https://www.youtube.com/watch?v=SiOv3ThSX9g&feature=youtu.be>

<https://www.youtube.com/watch?v=aL2GDJ-ACac&feature=youtu.be>

<https://www.youtube.com/watch?v=4U8nWzfuFZ8&feature=youtu.be>

<https://www.mbie.govt.nz/assets/a96d1b4800/code-of-professional-conduct-for-financial-advice-services.pdf>

## Jargon explanation

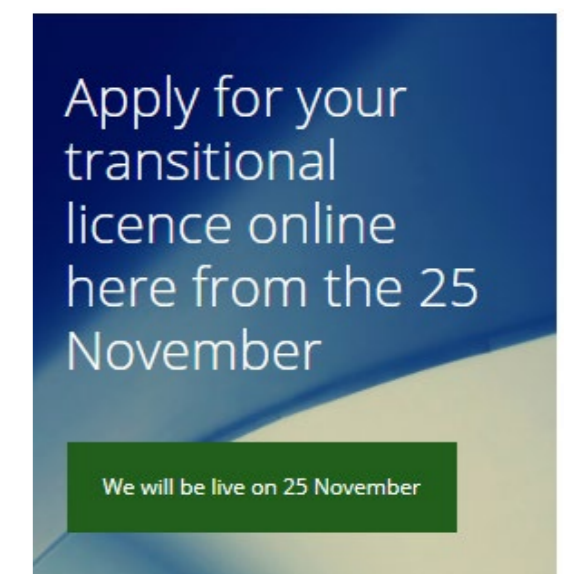
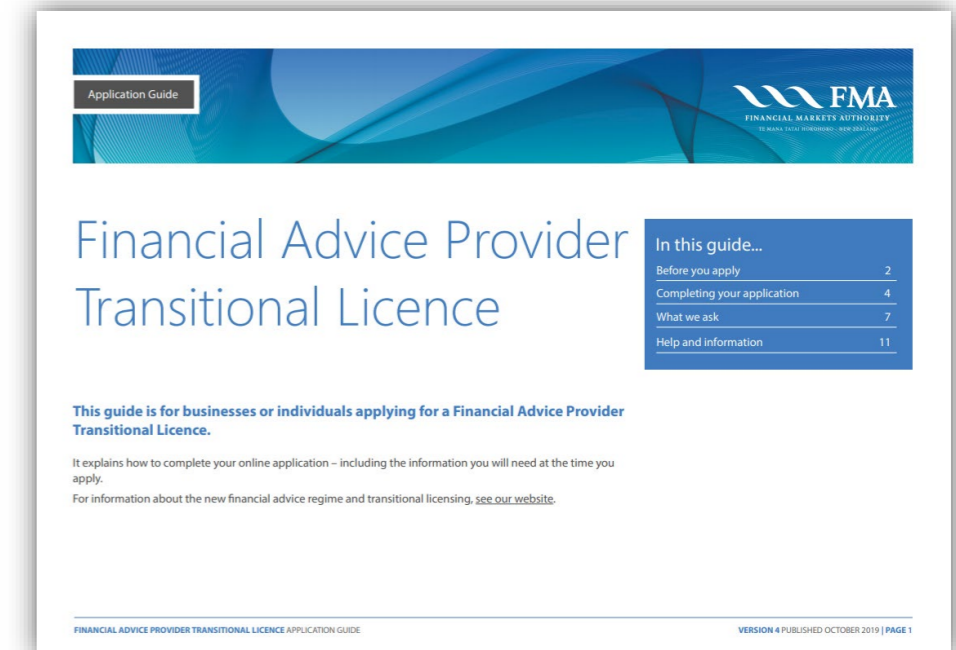
<https://www.fma.govt.nz/compliance/role/fap-new-regime/understanding-the-jargon/>

## Competence – level 5

<https://www.nzqa.govt.nz/nzqf/search/viewQualification.do?selectedItemKey=2315>

## Registering on the FSPR

<https://www.fma.govt.nz/assets/Fact-sheets/Registering-correctly-on-the-FSPR.pdf>



<https://www.fma.govt.nz/compliance/role/fap-new-regime/>



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2 MONTHS  
FREE\*



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# Thank you

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