

HEALTH
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Protect, Connect and Empower

June – July 2021

nib



Intermediary Agreement Update

Change of Servicing Adviser protocols provide for:

- Change by mutual consent
- Process that applies when no agreement reached

Client fully informed of options

- Access to information
- Change in adviser relationship

Balance all stakeholder requirements

nib

Request to provide information to a Third Party/Change of Servicing Adviser

This form must be completed when there is a request by the Member to:

- Provide information to an adviser other than the current Servicing Adviser
- Request a change to a new Servicing Adviser

MEMBER TO COMPLETE

Member name Policy number Date

Providing access to your policy information

You may authorise nib to provide an adviser who is not your current Servicing Adviser with access to your nib policy information (this does not change your current Servicing Adviser). To do this, please complete the following:

Tick this box:

I/We authorise nib to provide information about my/our policy to the adviser noted below, but do not wish to change my/our Servicing Adviser.

Signed by Policy Owner(s) Date

Changing your current Servicing Adviser

You can replace your current Servicing Adviser with a new Servicing Adviser who will then automatically have access to your policy information and receive annual renewal communication. To do this, please complete the following:

Tick this box:

I/We wish to change the adviser responsible for the servicing of my/our nib policy to the adviser noted below. I/We understand that there may be financial consequences to our current and new adviser.

Signed by Policy Owner(s) Date

nib will advise your current Servicing Adviser that you have made the request above. Where you have checked the box to change our Servicing Adviser, nib will action this request after 30 days, after which time your current adviser will cease to have access to detailed information about your policy.

New Adviser to complete in either case

New adviser name nib unique adviser number

Where a change in Servicing Adviser has been selected above, I accept the Member appointment and any financial considerations that are associated with being noted as the adviser for the above Member(s) policy with nib.

Signed by new adviser Date

Please email to: advisersupport@nib.co.nz

nib2017_0221



Adviser Oversight Framework

Key objectives

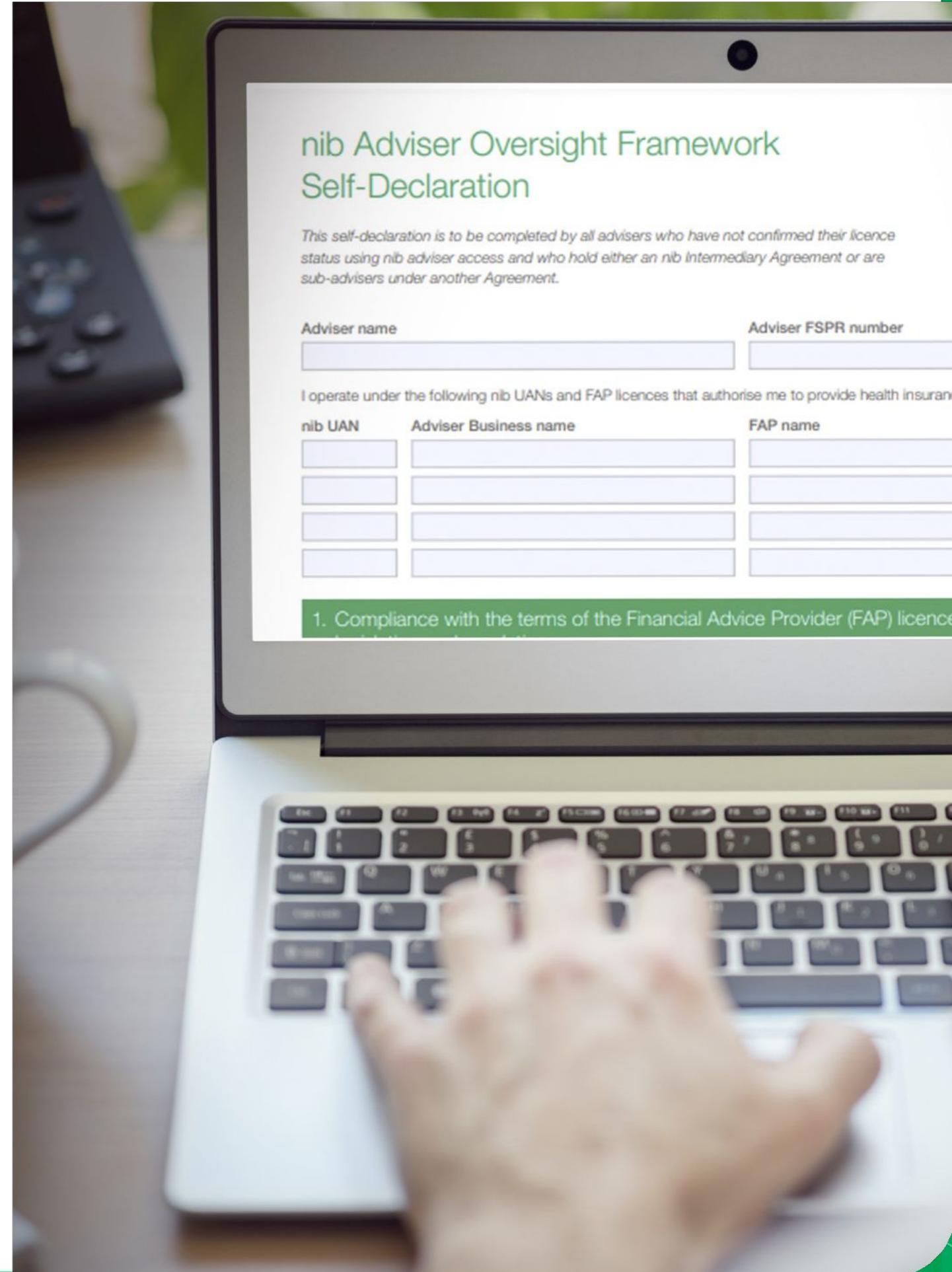
- Meet the regulator's oversight expectations
- Articulates what nib sees as necessary to deliver great client outcomes
- A workable unobtrusive model

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Adviser Oversight Framework

- Self-declaration – compliance and competency
- Detailed declaration and FAP license status validation
- nib monitoring of advisers' key business metrics
- Process when an adviser may be non-compliant



Our Advice Expectations

- Follow a needs based advice process
- Proactively engage with members
- Have strong knowledge about nib's products and services
- Act in line with the nib Intermediary Agreement
- A call out for vulnerable clients



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Launching non-PHARMAC Plus

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Budget 2021

\$200m

An additional \$200 million over four years for **PHARMAC**, to help 370,000 patients a year (to total \$1.1b in funding a year)

\$500m

Almost \$500 million for the first stage of the **Government health reforms**

\$98m

\$98m to establish the **Māori Health Authority** with a further \$127m for initial programme to fund health-care and illness prevention among Māori

\$2.7b

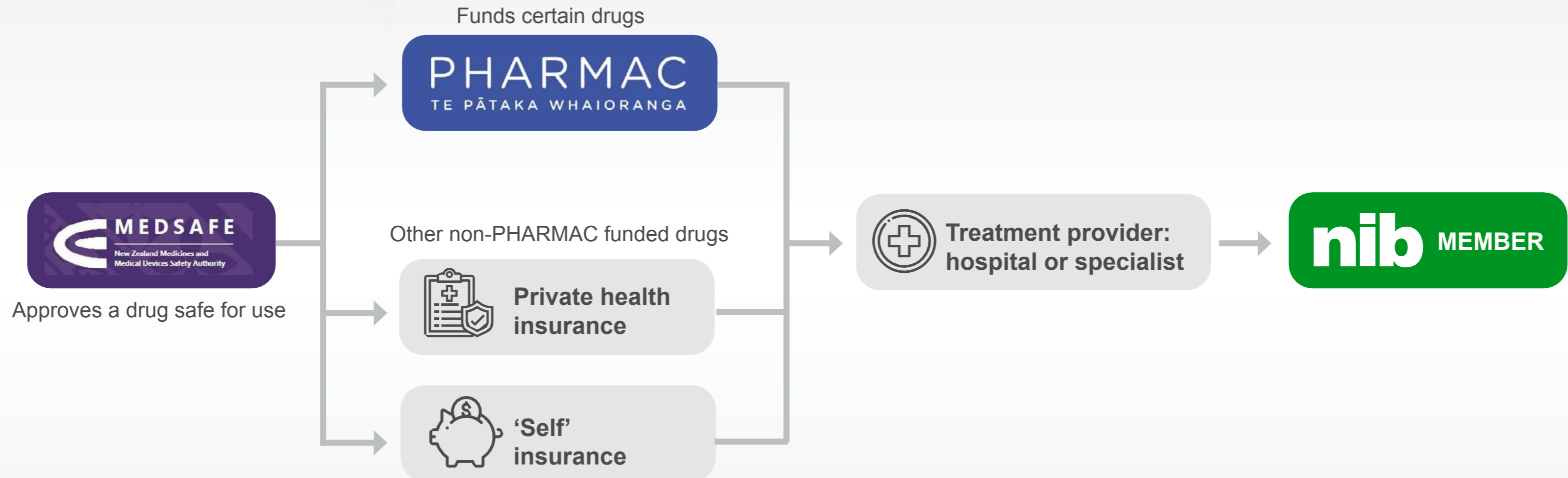
\$2.7 billion over four years for **DHBs**, \$675m more a year

\$700m

\$700 million for **capital projects**, such as hospital buildings



Getting treatment



Throughout this presentation, all references to PHARMAC and non-PHARMAC drugs assumes the drugs referred to are Medsafe approved, administered and prescribed in line with Medsafe guidelines.



More treatment options

- New drugs are being released at pace
- These extend beyond cancer treatment

In the March 2021 quarter, Medsafe has approved these non-cancer drugs*:

- Constella for Irritable Bowel Syndrome
- Parizem for Secondary Hyperparathyroidism
- Rinvoq for Rheumatoid Arthritis

None of these drugs are funded by PHARMAC

Source: <https://www.medsafe.govt.nz/profs/PUArticles/March2021/Recent-approvals-new-active-ingredients-new-indications.html>

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“Family’s \$50,000 cost for dad’s life-extending bowel cancer medicine

...battle with bowel cancer will cost his family tens of thousands of dollars...

... Avastin (bevacizumab)* and Erbitux (cetuximab)*, both unfunded drugs in New Zealand, can double or even triple the medium survival rate of patients...

...so we started a Givealittle page..”



'Heart-breaking': 30,000 sign petition urging Pharmac to fund inflammatory bowel disease medicine

*"It is too late for Hayley Greer... 24-year-old ...surgery to remove her colon... will live with an ostomy bag for the rest of her life..... calling on Pharmac to fund ustekinumab**

...it could've prevented me having to have my colon out. It could've prevented my whole surgery...

'Heart-breaking': 30,000 sign petition urging Pharmac to fund inflammatory bowel disease medicine

Bridie Witton · 20:08, Dec 02 2020



Source: <https://www.stuff.co.nz/national/health/123578876/heartbreaking-30000-sign-petition-urging-pharmac-to-fund-inflammatory-bowel-disease-medicine>

See also: <https://www.stuff.co.nz/national/health/122555546/calls-for-pharmac-to-fund-better-bowel-disease-drugs>

*nib as a health insurer does not intend to advertise or endorse any medicine, medical device or medical treatment in the context of the current slides for advisers. The statements quoted have not been substantiated by nib.



Regular media coverage

NEW ZEALAND

Pharmac's decision over diabetes drugs could see up to 140,000 'miss out', doctor says

11 Jun, 2021 04:48 PM

4 minutes to read

<https://www.nzherald.co.nz/nz/pharmacs-decision-over-diabetes-drugs-could-see-up-to-140000-miss-out-doctor-says/DPONH5IDQMJ3WNBRRWZ5OGLAJU/>

Are we falling behind Australia in terms of access to new cancer drugs? Our reply to PHARMAC's report

June 15, 2021

<https://www.breastcancerfoundation.org.nz/news-articles/article/are-we-falling-behind-australia-in-terms-of-access-to-new-cancer-drugs-our-reply-to-pharmac-s-report/5>

PHARMAC NEEDS \$420 MILLION JUST TO CATCH UP

30 April 2021

<https://www.cfnz.org.nz/news-and-events/latest-news/pharmac-needs-420-million-just-to-catch-up/>

NZ 'falling behind' in lung cancer treatment

Published May 04, 2021 3:10PM

<https://www.gisborneherald.co.nz/local-news/20210504/nz-falling-behind-in-lung-cancer-treatment/>

stuff

national

Pharmac funding 'affects all New Zealanders'



George Heagney · 19:24, May 12 2021



<https://www.stuff.co.nz/national/health/300305422/pharmac-funding-affects-all-new-zealanders>



Base cover for non-PHARMAC drugs

Ultimate Health Max provides one of the best non-PHARMAC covers in the market

- Broad coverage - including cancer and non-cancer health conditions
- Up to \$600,000 cover if surgical, \$300,000 if medical
- Cover for treatment at home, following hospitalisation

Ultimate Health & Easy Health

- Includes \$20,000 cover for non-PHARMAC chemotherapy drugs

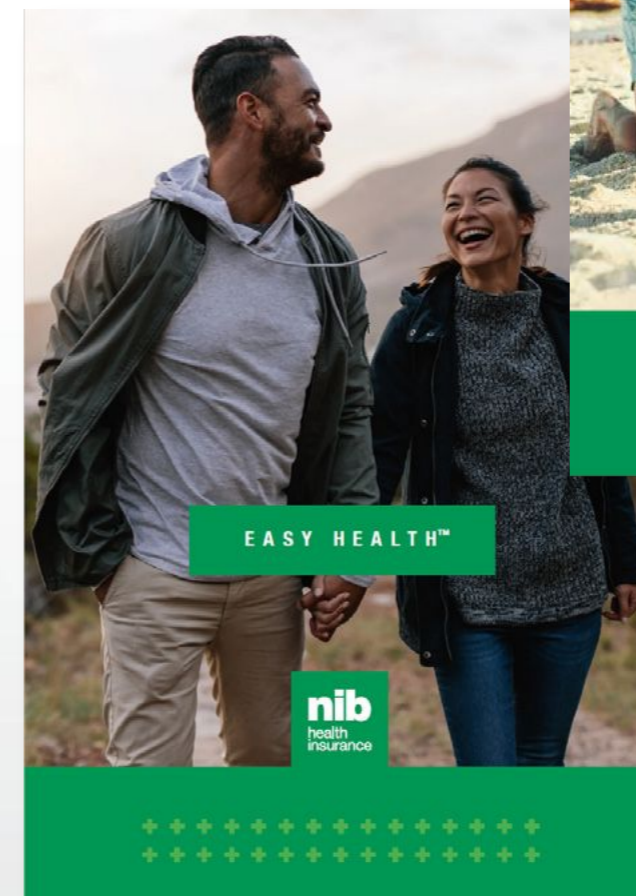
Major Medical (Deluxe only)

Includes \$200,000 cover for non-PHARMAC drugs, not limited to cancer

Other legacy products

- No cover for non-PHARMAC drugs

* Refer to the policy terms for details of what is covered and the terms of coverage



PHARMAC funded drugs are limiting

- PHARMAC funded drugs don't meet the treatment needs of all Kiwis
- Many Kiwis don't have private health insurance, of those that do, many don't have sufficient cover for non-PHARMAC funded drugs
- Non-PHARMAC drugs are often expensive
- Some covers are limited to cancer drugs



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nib non-PHARMAC Plus

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non-PHARMAC Plus

- Cover for non-PHARMAC drugs when a related claim is payable under the hospital surgical or hospital medical benefits
- Can be added to new and existing nib policies (excluding Ultimate Health)
- Choice of cover maximums - additional to any existing non-PHARMAC cover provisions
- Broad range of non-PHARMAC drugs covered - treatment for cancer and other health conditions in hospital or at home for up to six months following hospital admission
- Underwritten at application or assessed at claim time (depending on the product selected)

* Refer the policy addendum for complete details of the non-PHARMAC Plus option



Competitive option

Flexible

Not restricted to cancer drugs or to in-hospital treatment

High cover maximums

For expensive drugs. Additional to base cover maximums (if any)

Members can choose a benefit limit of up to \$300,000 each year.

Affordable

Choice of cover maximums to meet the member's budget

Accessible

Available to eligible nib members via add-on or a policy upgrade or both



High cover maximums

Choose from the following
non-PHARMAC Plus option
maximums*:

\$20,000

\$50,000

\$100,000

\$200,000

\$300,000



Any non-PHARMAC
cover under:

Hospital Surgical benefit

Hospital Medical benefit

*Benefit maximums are per year and are in addition to any existing non-PHARMAC benefits already included in the members policy



An affordable option



A calculator and rate card will be available to calculate the additional non-PHARMAC Plus premium

	\$20,000	\$50,000	\$100,000	\$200,000	\$300,000
MALE, 45 YEARS NON-SMOKER	\$5.99	\$8.39	\$10.78	\$11.98	\$14.38
FEMALE, 40 YEARS NON-SMOKER	\$5.57	\$7.79	\$10.02	\$11.13	\$13.36
CHILD	\$1.10	\$1.54	\$1.99	\$2.21	\$2.65
TWO CHILD FAMILY	\$13.76	\$19.26	\$24.78	\$27.53	\$33.04

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The above prices are a sample representation only. Actual prices for non-PHARMAC Plus will be determined at time of application.

Accessible – non-PHARMAC Plus can be added to most nib policies*



Adviser policies

- All legacy policies
- Easy Health
- Ultimate Health Max



Group health products

- Premier Health Business
- Selected other group products

* The non- PHARMAC Plus option cannot be added to Ultimate Health



Ultimate Health

Existing members who want higher levels of non-PHARMAC cover should consider upgrading to Ultimate Health Max.

Ultimate Health Max provides:



High levels of non-PHARMAC cover



Additional benefits and higher benefit maximums



Guaranteed wordings and future upgrades

From there, members can add the non-PHARMAC Plus option to their Ultimate Health Max policy



A game changer for nib's group health offer

non-PHARMAC Plus for groups

- Provides greater flexibility and more coverage for employers who care about their people.
- Another tool for employers to use to attract and retain high value staff.

Flexible – employers or members can elect to have the option

- Can be added to both new and existing groups
- PECs may be immediately covered - depending on group size, subsidisation etc.

A game changer for nib's group health offer

An employer with a Premier Health Business healthcare plan can subsidise the non-PHARMAC Plus option (at one of the benefit maximums).

- If subsidised for the group, eligible pre-existing conditions are immediately covered, no underwriting is required.*
- Individual members adding the option at their own cost may be subject to underwriting.

For more information or to add this for a group (minimum numbers apply), contact your Group Sales Account Manager or email grouphealth@nib.co.nz

*General terms and conditions apply.



Building non-PHARMAC Plus into your advice process

Adding for new members - Ultimate Health Max and Easy Health

Part of your usual advice process from 21 June

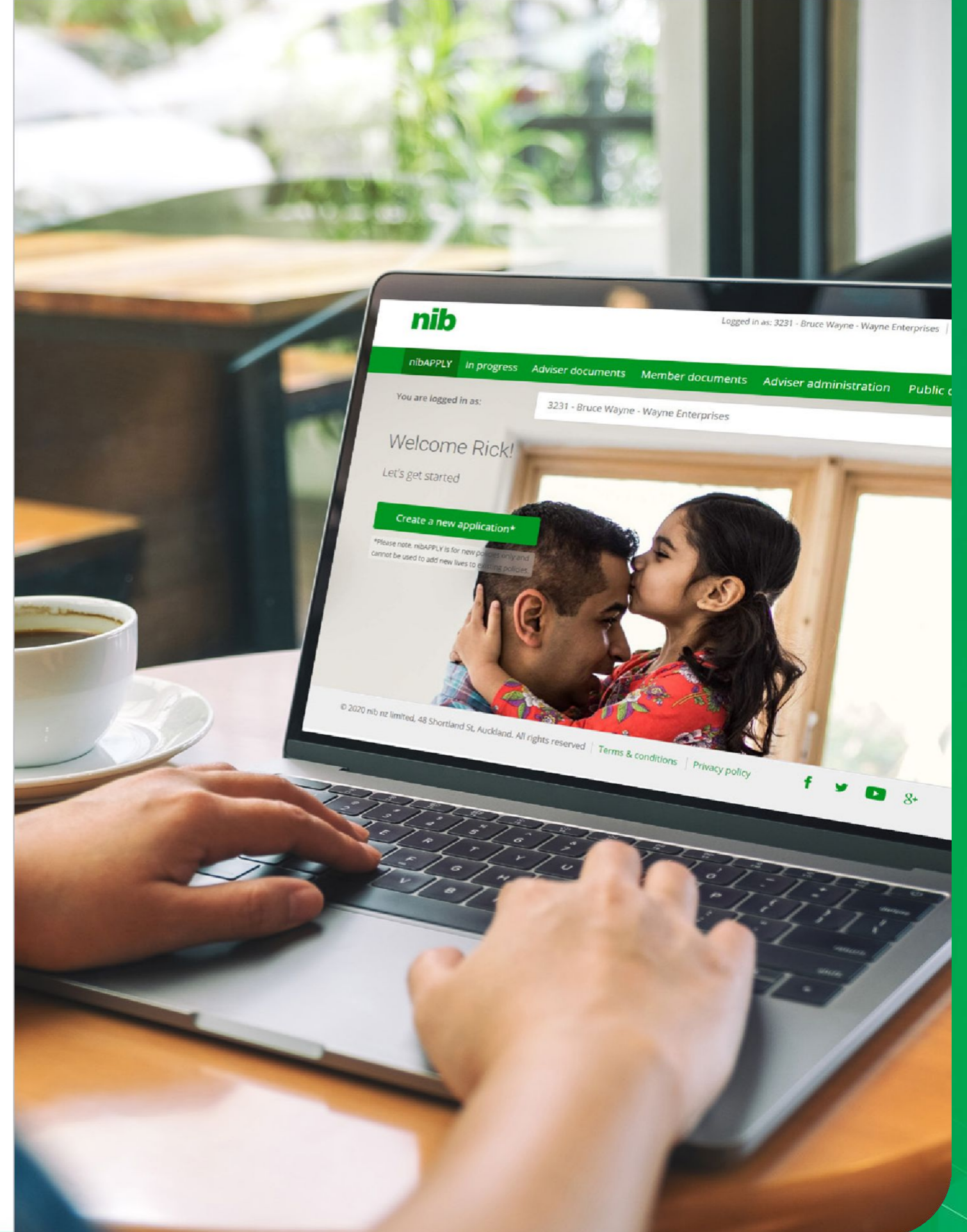
Use nibAPPLY for both premium illustration and application, or

Use revised application forms and include:

nib Illustrator or
Quotemonster
premium illustration

The new
non-PHARMAC Plus
option premium
calculator or
rate card

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Alternatives for current nib members from 5 July

Refresh

Add the non-PHARMAC Plus option to the existing policy*

*Provided it is not Ultimate Health

Replace

An existing policy with an Ultimate Health Max (or Easy Health) policy, with or without the non-PHARMAC Plus option*

*Normal underwriting terms/application process apply to replacement policy applications

Retain

Keep the existing policy as it is



Your advice is the key



An approach to advising a current nib member

- Discuss the non-PHARMAC Plus option
- Outline the alternatives
- Get an indication of health to anticipate likely loadings and exclusions
- Calculate indicative premiums for the preferred alternatives
- Complete and submit application and get cover terms and confirm premiums (may include loadings)
- Compare, discuss and decide
- Implement the client's decision



Refresh - add non-PHARMAC Plus to existing policy

Use revised paper (editable pdf) application forms to add the non-PHARMAC Plus option to an existing policy:

- Underwritten use Ultimate Health Max or Major Medical application form
- Easy Health application form for Easy Health or EasyCare.

For premiums, use the non-PHARMAC Plus option premium calculator or rate card

nibAPPLY can not be used to add the cover to an existing policy

non-PHARMAC Plus Premium Illustration							
Adviser Name	Adviser UAN		Date of Illustration				
Existing Policy Type	Existing Policy Number						
Payment Frequency	Quarterly						
	Member Name	Age	Sex	Smoker?	Cover Level	Premium	Modal
Member 1	Derek Trotter	32	F	Non-smoker	\$200k	1,000.00	250.00
Member 2	Rodney Trotter	21	M	Smoker	\$50k	500.00	125.00
Child 1							
Child 2							
Child 3							
Total Premium						375.00	

Replace – existing policy with a new policy

Use nibAPPLY for both premium illustration
and application:

- Respond “Yes” to the question “Do you currently have, or have you ever been insured by nib?”
- **For Ultimate Health Max applications:**
 - At the end of the health questions, respond “Yes” to the “Additional Conditions” field
 - Insert the text “UHM replacement of existing policy xxxxxxxx” as well as any additional health conditions that need to be disclosed

OR

- **Use revised application forms and include:**
 - nib Illustrator or Quotemonster premium illustration and
 - The non-PHARMAC Plus option premium calculator or rate card

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Do you currently have, or have you ever been insured with nib?

Yes

No

Manual Underwriting Process Required

nib

nibAPPLY

In progress

Adviser documents

Join | Policyowner | Whole Body | Head | Chest | Abdomen

JB

Joe

Additional Conditions

Please list the other conditions, signs, symptoms or treatments below.

UHM Replacement for existing policy 00654321

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Underwriting the non-PHARMAC Plus option

non-PHARMAC Plus option will be underwritten in the same way as the underlying product was / is underwritten

Including non-PHARMAC Plus with an underwritten product

- The non-PHARMAC Plus option (and any replacement of the core cover) will be underwritten (together)
- If there are loadings and exclusions, they will be in the offer of terms
- Where a core policy replacement is applied for with the option, two offer of terms will be provided

Adding non-PHARMAC Plus to Easy Health or Easy Care

- No health questions when applying
- Claims under the non-PHARMAC Plus option will be assessed on the basis of the member's health and PECs at the time they applied for the option (refer cover terms for PECs)

Adviser remuneration current members

Refresh - add non-PHARMAC Plus to existing policy

- Same as for any policy addition

Replace – existing policy with a new policy

- One-off payment of \$300 per policy when one (or more) members upgrades to UHM (with or without the non-PHARMAC Plus option) prior to 30 September 2021
- Existing business replacement terms apply – commission only payable on an increase in premium or addition of new options / lives
- Commission model for the replacement policy will be the same model as the original policy (upfront or hybrid)

Summary

- ✔ non-PHARMAC Plus option is a great opportunity to upgrade member's overall cover and to increase cover for non-PHARMAC drugs
- ✔ It's an opportunity for positive engagement and positive outcomes for both current and new clients
- ✔ Your advice is vital
- ✔ It's part of our shared commitment to achieving good customer outcomes



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Healthcare Providers

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Who can I see for my treatment?

Find a Provider

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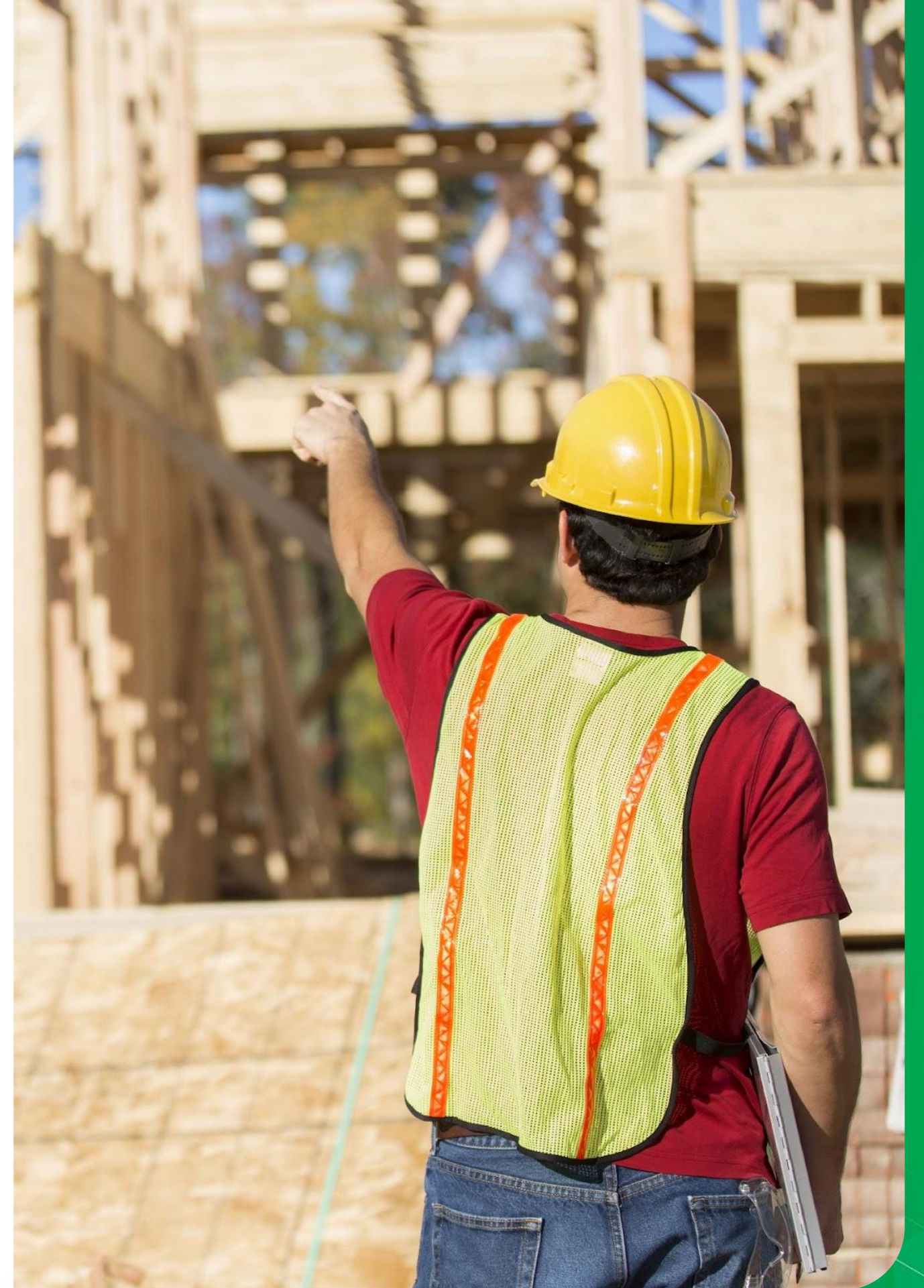
Finding the best person for the job

We put a lot of effort into finding the best tradespeople when we are building a house

- ✔ Personal recommendation
- ✔ Online search
- ✔ Background research
- ✔ Analyse quotes
- ✔ Check references
- ✔ Write a plan
- ✔ Review contract

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The Doctor is always right...

- Reliance on primary care provider to refer
- But few mechanisms to promote higher quality practice



...or are they?

FBI used to help NZ police unravel fake psychiatrist's web of lies

14 Mar, 2017 02:48 PM

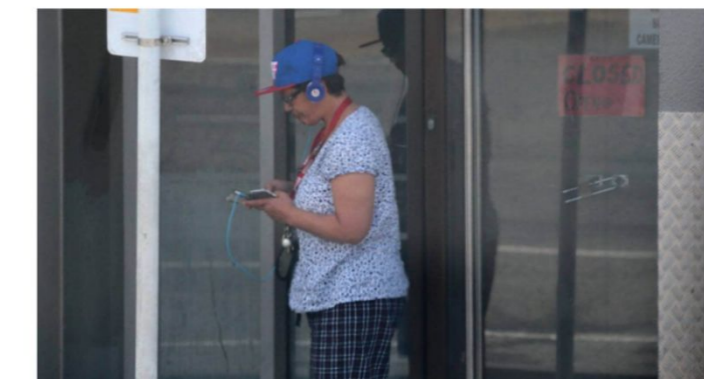
© 5 minutes to read



Mohamed Shakeel Siddiqui, 55, Board. He will be sentenced next.

The failed media manager, the fraudster and the fake doctor

Sam Sherwood - 05:44, Mar 03 2020



Veronica Stuart pictured in 2015.

A convicted fraudster and failed business manager are now calling themselves social workers at a planned new Christchurch health centre with an unregistered doctor.

The new health centre, called 1st Health, listed Dr Kyle Jones as its general practitioner on a website where patients were invited to book appointments.

However, Jones does not appear on the Medical Council of New Zealand's register of doctors and he is not known to Royal New Zealand College of General Practitioners.





How much effort do we put into finding the right healthcare provider?

Members have choice on WHO they see

We've partnered with New Zealand's national health services directory:

- 100% New Zealand owned
- 7M annual visitors
- Socially-focused technology company – fairer access online
- AUS & NZ trusted expert in healthcare information

Our members can now find all the information they need in a single place.

MEMBER JOURNEY

JOIN 
Research & Buy

WELCOME 
Set-up & Onboard

CARE 
Advise, Pre-approval & Enquiry

USE 
Treatment & Claims

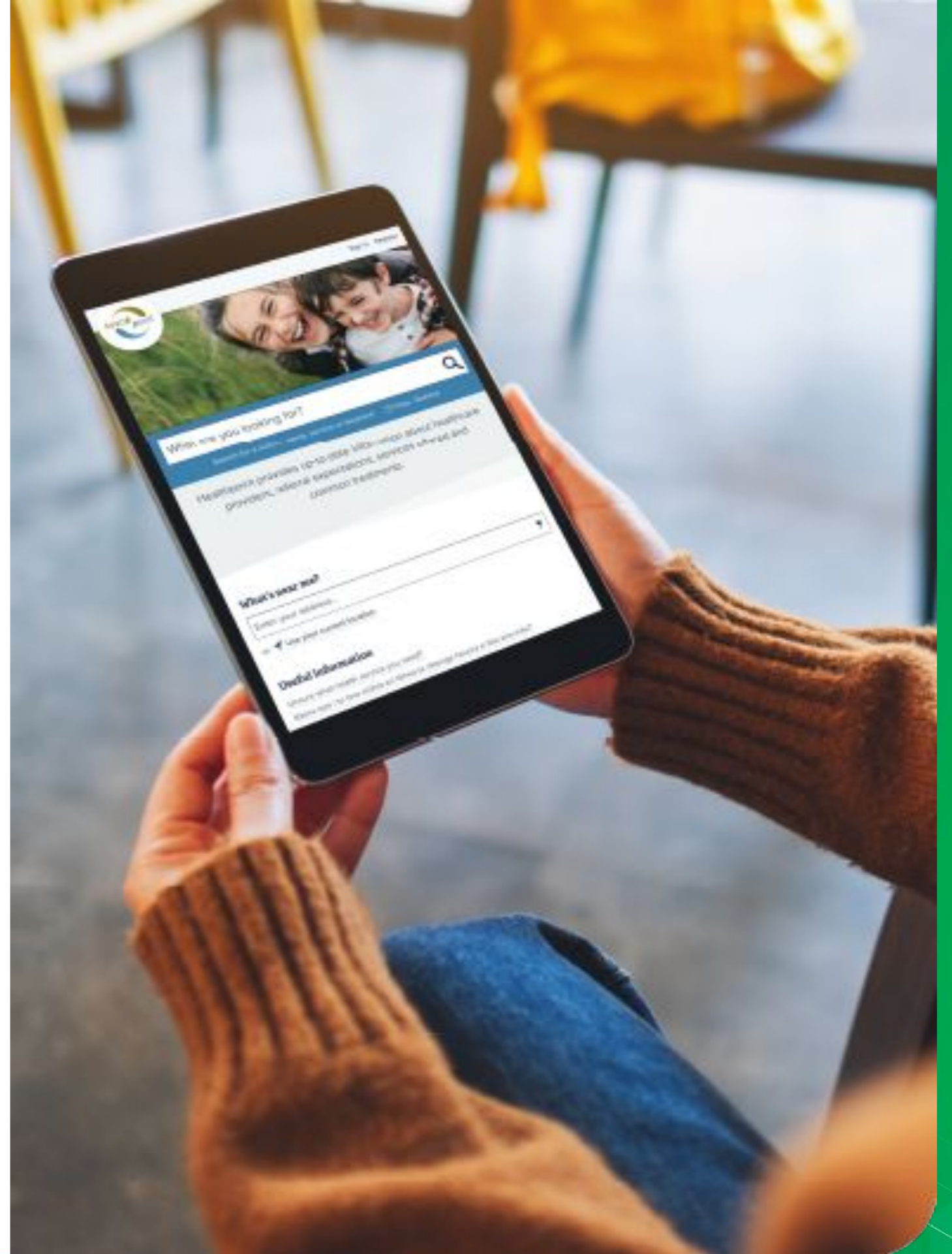
CHANGE 
Add & Change

PAY 
Premium & Excess

INVOLVE 
Feedback & Community

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Find a Provider



Over
9,000
health entities and
practitioners listed



Relevant, trusted,
up-to-date
health information



Ability to
search by

- practitioner name
- entity name
- specialty
- location



Where do I go for treatment?

Use the nib Find a Provider directory to search for private healthcare providers across New Zealand

I'm looking for...

Enter a healthcare provider name or speciality

Located...

Enter a suburb or region



Search

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Find a Provider

Find a Provider

I'm looking for...
Enter a healthcare provider name or speciality

✓

Located...
Enter a suburb or region

✓

Search

FACILITY TYPE

- Chiropractor **Service**
- Physiotherapy **Service**
- Podiatry **Service**
- Audiology **Service**
- Chinese Medicine **Service**
- Acupuncture **Service**
- Speech language therapy **Service**
- Dietitian **Service**
- Occupational therapy (OT) **Service**
- Osteopathy **Service**

Ophthalmology near Wellington, New Zealand



Hassle-free experience



Orakei Health Services - General Practice
 General Practice (GP/Doctors)
 Hassle-free claim experience
 Eastridge Shopping Centre, 215 Kupa Road, Mission Bay, Auckland

Enquiries and bookings

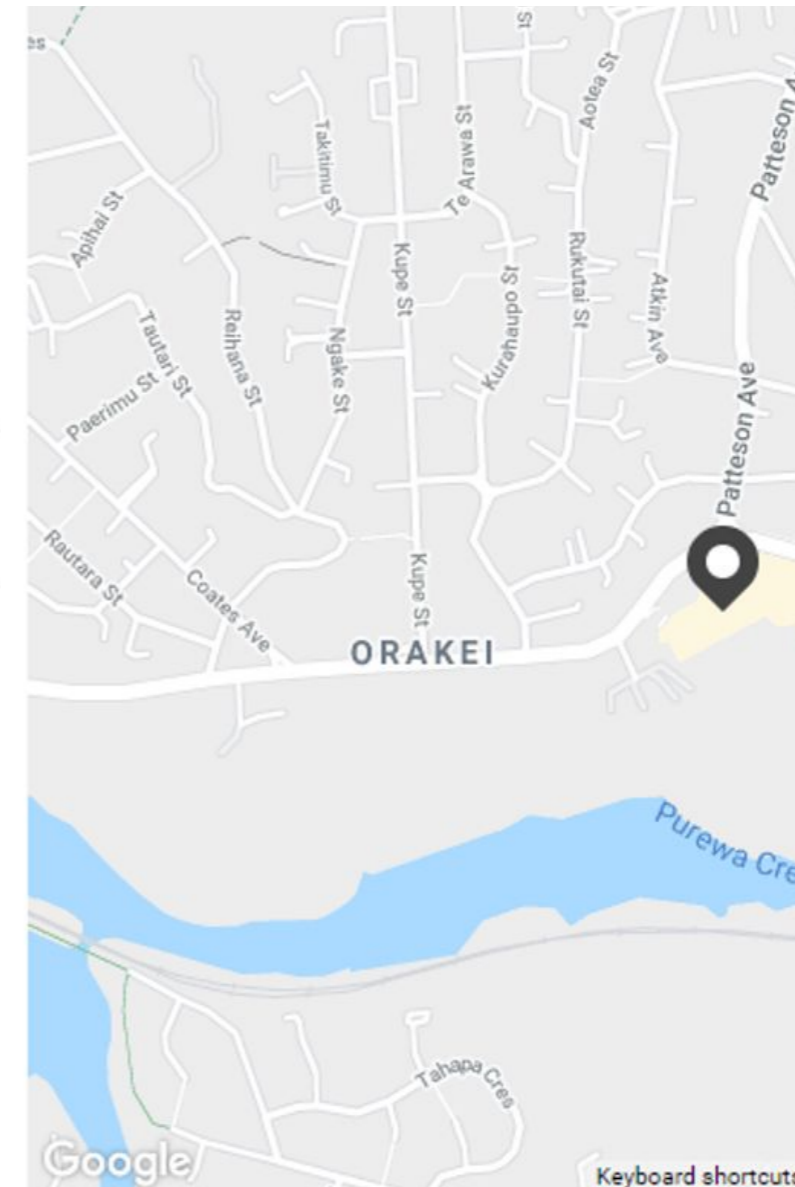
 095780956
  Email
  Website

This healthcare facility **offers a hassle-free claim experience** at this location.

Check if you're covered ...

Before you book an appointment for your consultation or treatment, check that your eligible costs will be covered for peace of mind. Simply log in to [my nib](#) and refer to your Policy document and Acceptance certificate.

Alternatively, for Outpatient and Hospital appointments you or your First Choice network healthcare provider can submit a pre-approval request.



Providers at this location

[Dr Michael Courtenay](#)

[Dr Sophie Ball](#)

[Dr Sonya Hardcastle](#)

First Choice badging

I'm looking for...
Enter a healthcare provider name or speciality

Located...
Enter a suburb or region

Search

17 results for **Ophthalmology** near **Wellington, New Zealand**

[Sort](#) [Filter](#)

Choose a First Choice healthcare provider

[Yes, show me more](#)

- Dr Andrew Logan**
Ophthalmology
First Choice Network
0.3km - Wellington Eye Centre 148 Cuba Street, Te Aro, Welling...
- Dr Jesse Gale**
Ophthalmology
0.3km - Capital Eye Specialists 148 Cuba Street, Te Aro, Welling...
- Professor Tony Wells**
Ophthalmology
First Choice Network
0.3km - Capital Eye Specialists 148 Cuba Street, Te Aro, Welling...
- Dr Rona Silkiss**
Ophthalmology
First Choice Network
0.9km - Skin Institute Cnr Customhouse Quay & Panama Stree...
- Dr Anne-Marie Yardley**
Ophthalmology
First Choice Network
1.2km - The Terrace Eye Centre 90 The Terrace, Wellington Cen...
- Dr James Leong**
Ophthalmology
First Choice Network
1.2km - The Terrace Eye Centre 90 The Terrace, Wellington Cen...



Empowering your clients to find the best health partner



Ask for a referral letter



Ask for 2-3 recommendations



Use the Find a Provider tool to check:

- If they are in network
- Where they are located
- Their qualifications
- Their specialty



Ring the health partner & ask:

- How many procedures of this type they do in a year
- What their success rate is

Remember – second opinions are covered under UHM and UH plans up to six months before and after Admission

Source: John Hopkins Medicine

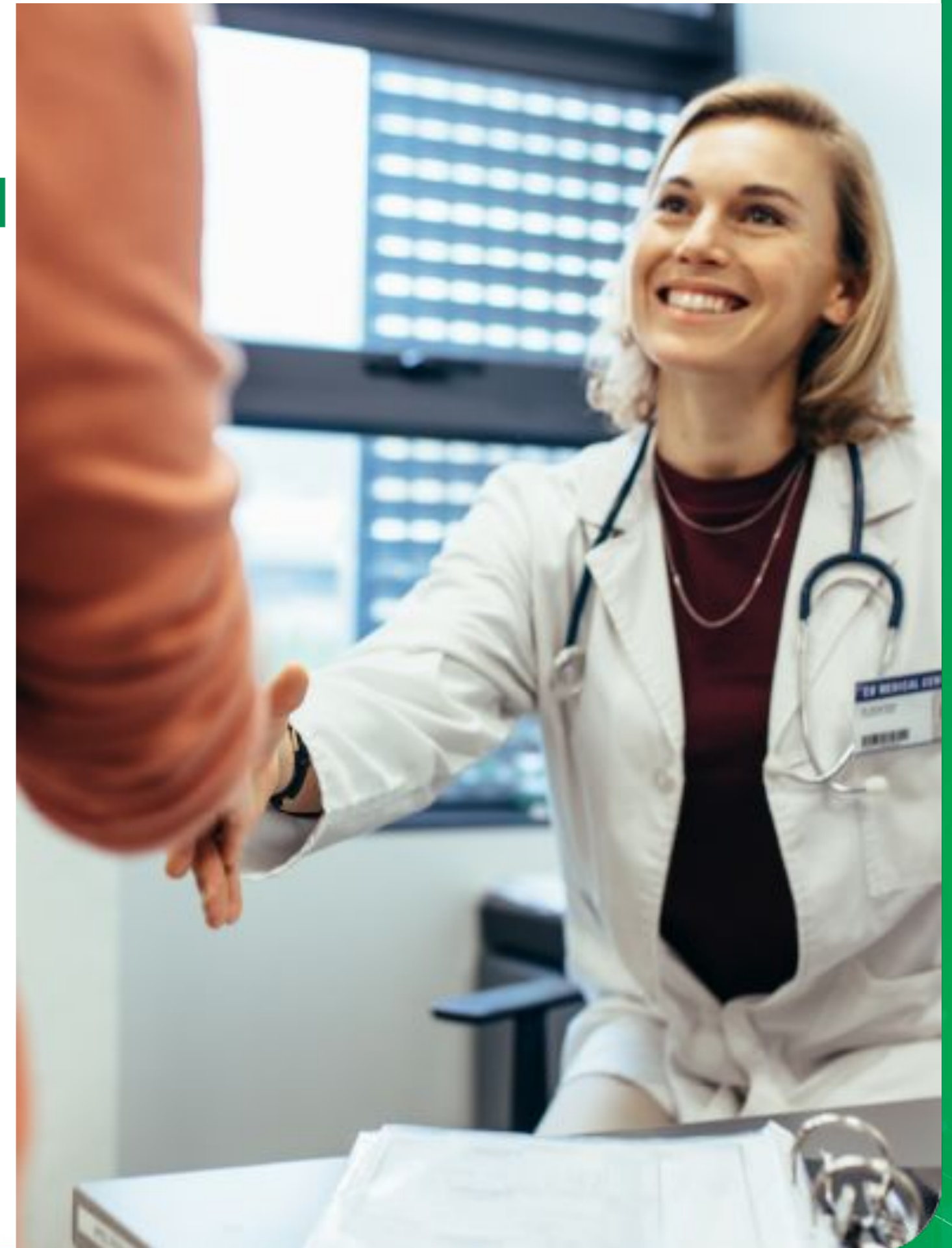
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What does this mean for you

Due to having health cover, your clients have choice on who they can see

- Use **CHOICE** as another selling point when having your healthy client conversations
- Encourage your clients to use the **nib Find a Provider tool**
- Encourage your clients to see a **First Choice Network** provider, even if this isn't a policy requirement. This helps to positively influence medical inflation



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Helping to positively influence medical inflation

nib's First Choice Network

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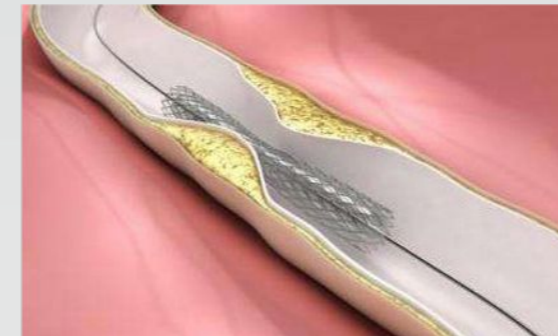
Managing Premium Increases



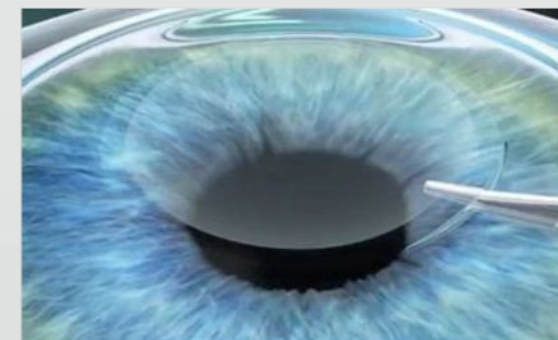
 Partnership approach	 Efficient Market Price
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What drives medical inflation?



Drug-eluting stents for angioplasty was twice the cost of regular stents but shown to be superior.



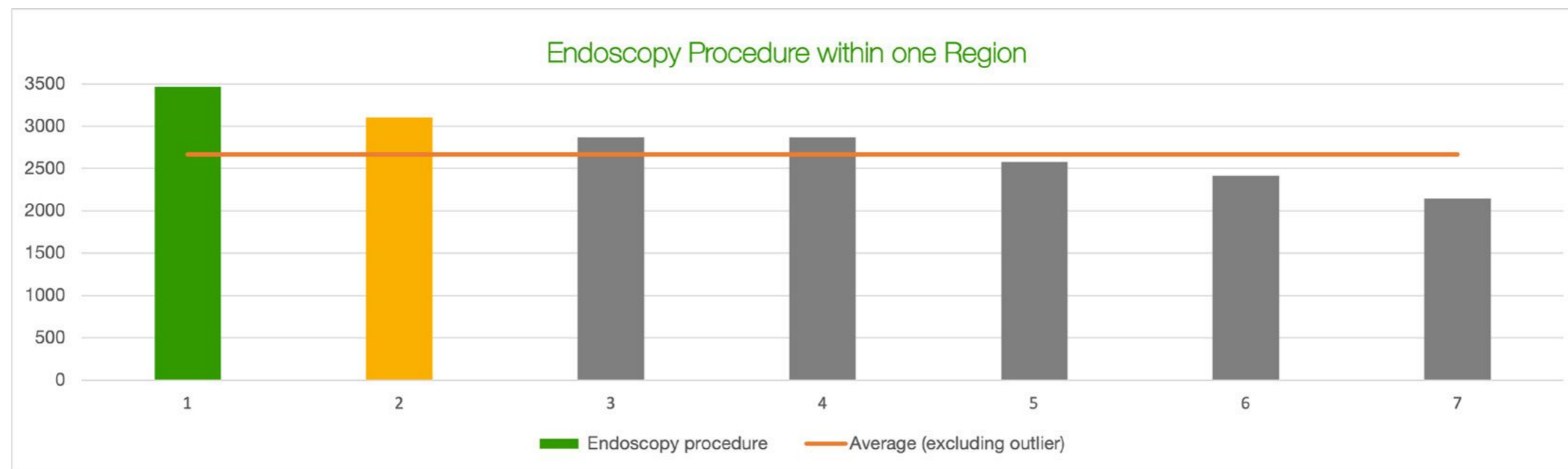
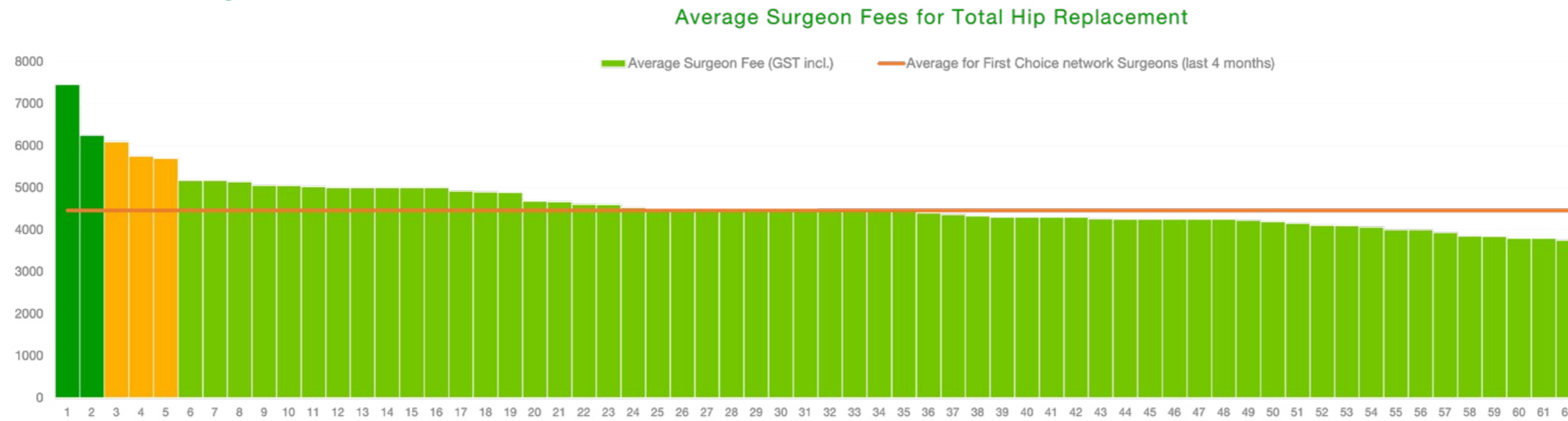
Femtosecond laser assisted cataract surgery. Twice the cost of normal cataract surgery.

<https://medicalxpress.com/news/2014-07-drug-eluting-stents-effective.html>
<https://www.bouldermedicalcenter.com/femtosecond-laser-cataract-surgery/>

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Same treatment but large range of what it may cost



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Influencing high chargers

Date: Wednesday, 10 February 2021

Patient	Malcolm Murray
DOB	19/11/1958
Address	1000 St Albans Road St Albans Papakura 2060 New Zealand
Date of Surgery	03-Mar-2021
Procedure	Septoplasty
Length of Surgery	60 mins
Length of Stay	1 night
Location	Waikato Hospital - Special
Surgeon	Dr Mark Board
Anaesthetist	Dr Mark Board

Estimate of Surgeon's fee:

Dr Mark Board **\$7778.00 (Incl GST)**

Tax Invoice

To: Malcolm Murray
1000 St Albans Road
St Albans
Papakura 2060
New Zealand

Invoice No: 100
Invoice Date: 10 Feb 2021

From: Auckland Health & Well Support
Well Support
Specialist Unit 2
100 St Albans Road
St Albans
Papakura

Phone: 09 422 2222
Email: info@ahw.co.nz
Web: www.ahw.co.nz
Fax: 09 422 2222

Date	Details	Amount
03-Mar-2021	Appointment - 1000 St Albans Road - with Mark Board Procedure - Dr Mark Board Septoplasty and anterior septal reconstruction	\$3,947.06
Tax Invoice Total (Includes GST 0%)		\$3,947.06 \$514.83



How does the First Choice Network work?

90% nib nz products in scope but all members benefit when FCN healthcare providers are used



Criteria for healthcare provider

Charge fairly (EMP)

- Medical claims inflation has been flat last two years while overall claims inflation has increased

Hassle-free claim

- 30% providers are consistently submitting claims for our members.
- Continue to drive this, while balancing coverage with over 90% of health providers being in the First Choice network

Quality health outcomes

- Find a Provider is a fantastic tool for members
- Continue to enhance this over time



What does First Choice Network mean for you?

- Your clients have **CHOICE** on who they see for their treatment
Remind them that highest **PRICE** doesn't equal best treatment
- Encourage your clients to use **Find a Provider**
-
- Remind them that seeing a **First Choice Network provider** is recommended by nib*

*nib may receive a rebate or other consideration from selected providers for their participation in the First Choice Network, which may be connected to the value of services provided to nib members.

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Billy's story



6 months ago Billy had open heart surgery, he also has hypertension and diabetes...bowel cancer wasn't even on his radar.



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Thank you!

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