



2021

## What can ONVZ do for you?

Together we will keep your employees fit and healthy



# Together we will keep your employees fit and healthy

**As an employer, you want your employees to be as fit and healthy as possible. After all, energetic and fit employees are happier and perform better. The current situation and the fact that many people are working from home now pose new challenges. ONVZ offers you and your employees a first-class health-care plan and the best possible support in sustaining an effective employee wellness programme at your company. This is how we will keep your employees healthy and fit for work, even in these challenging times.**

## **Your partner in mental health**

The coronavirus crisis and the associated need for people to work from home are putting extra strain on your employees' mental health. We would like to help you detect and solve possible problems early and prevent them where possible. Depending on the situation at your company and your specific concerns, we can help you keep track of health-care costs, offer a preventive medical investigation and arrange additional (preventive) care. We will go into our increased focus on mental health in greater detail on page 4.

## **Freedom of health-care choice and extra generous coverage**

Working together to keep your employees fit and healthy starts with a collective health-care plan with ONVZ. A collective health-care plan with ONVZ will let you offer your employees and their family members optimum freedom to make their own health-care choices, as well as the Netherlands' most generous supplementary coverage options. Aside from that, your employees will be able to turn to our *ZorgConsulent* advisers for personal support and preventive interventions. And from 1 January 2021, we will add the new *Werkfit* module to provide additional supplementary coverage in the area of mental and physical health for your employees, which your employees can use entirely at their own discretion. We will go into these benefits on page 5.

## **Pulling together for strong health management**

There is more to partnering with ONVZ than just taking out a collective health-care plan. We will also support you in implementing your employee wellness programme. During our partnership with you, you will be able to take advantage of:

- ✓ our health network of specialist health-care partners
- ✓ mental health, physical health and social interventions
- ✓ insight into your employees' health-care costs thanks to our (GDPR-proof) health dashboard
- ✓ customised advice and support through the ONVZ Employers Desk
- ✓ free additional coverage for your employees through the *Werkfit* module

For more information about the above benefits for you and your employees, see page 4.



Also good to know: being a relatively small non-profit association, ONVZ can offer you and your employees a first-class health-care plan with an exceptionally high level of freedom. And the best personal service that will take care of everything for you.

## **Excited?**

If this has got you excited about the possibilities of partnering with ONVZ, please get in touch with the Employers Desk. One of our account managers will be happy to go over your and your employees' needs with you and put together a personalised partnership proposal. You can call the Employers Desk on +31 (0)30 639 62 66. Lines are open between 8am and 6pm on working days. Alternatively, send them an email at [werkgeversdesk@onvz.nl](mailto:werkgeversdesk@onvz.nl).



## For you

### Your partner in mental health

Last year, over 35% of all employee absence in the Netherlands was due to mental health issues. With the coronavirus pandemic only increasing the strain on employees' mental health, this percentage is expected to rise to at least 40%. By providing you with insight into health-care costs incurred and offering a preventive medical investigation, we will help you identify risks and detect mental health problems.

On top of that, we have the best interventions in this area available for you, such as stress management, absence prevention, homeworking coaching and self-help in the event of mental health problems. But we are also offering online courses, including a remote management course. And that's not all, because employees who take out a basic or supplementary health-care plan with us will get the supplementary *Werkfit* coverage free of charge. *Werkfit* includes an annual budget of 250 euros for mental health care and one preventive mental fitness or self-management course per year. See page 5 for more about *Werkfit*.

### Health network of specialist health-care partners


Needless to say, we also offer support in other areas of health care. Our health network gives your employees direct access to a large selection of specialist health-care services, ranging from prevention and self-care to specialist treatments. This includes a (home) workplace check, annual health check, a quitting smoking course, and the preventive medical investigation. This is how we will help your employees get healthy and stay healthy. Our Certified Sustainable Employability Consultants will be happy to help you make the most of this network and measure the effectiveness of interventions.

### Online Health Dashboard

On the online Health Dashboard, we compare your employees' cumulative health-care costs, which you can influence through your employee wellness programme, to ONVZ's database of insured parties, whereby we distinguish between physical and mental health. One of our consultants will be happy to go over the results with you and advise you on actions to take to boost your employees' sustainable employability. Needless to say, the dashboard will not show any of your employees' medical or personal data. For reasons relating to privacy protection, the Health Dashboard is available only if more than 20 of your employees are insured with ONVZ.

### Need some guidance? Call the Employers Desk

Our Certified Sustainable Employability Consultants are here for you. They can go over your options with you, give you handy tips, or help you plan (preventive) interventions. The Employers Desk is available from 8am to 6pm on working days. Simply call

 +31 (0)30 639 62 66

 [werkgeversdesk@onvz.nl](mailto:werkgeversdesk@onvz.nl)



### Inspiration

For inspiration and information in the area of health and fitness, prevention, and absence, visit our [job-werkt.nl](https://www.job-werkt.nl) (in Dutch) platform. We can also share our *Job werkt* articles with you through our monthly newsletter.

## For your employees

### Freedom to choose a doctor and hospital

ONVZ lets your employees choose for themselves what doctor or hospital they go to. We nearly always cover the costs on a restitution basis. Only coverage for non-contracted district nursing and mental health-care providers will be subject to a maximum from 1 January 2021 onwards. Your employees have an exceptionally high level of freedom to choose the health care that is right for them. If an employee needs help choosing the right health care or provider, our *ZorgConsulent* advisers are always there for them to give advice. And our *Zorgzoeker* service will help your employees find a health-care provider near them in no time.

### The Netherlands' most generous coverage

ONVZ's supplementary health-care plans offer the Netherlands' most generous coverage, including physiotherapy, glasses and contact lenses, maternity care, orthodontics, and much more. Aside from that, our supplementary dental health-care plans offer generous coverage for treatments by a dentist and dental hygienist. Our *Tandfit Preventief* plan is the Netherlands' first fully prevention-oriented supplementary health-care plan, and it includes a free Philips DiamondClean Smart toothbrush.

But ONVZ doesn't stop where other insurers do. Our *Wereldfit* supplementary health-care plan, for example, provides full coverage for urgent medical care any time and anywhere in the world, at the locally applicable rates. And our *OntzorgPlus* supplementary health-care plan offers the best help in taking care of arrangements, as well as generous coverage in an emergency. On top of that, our new *Werkfit* module will, from 2021 onwards, provide additional supplementary coverage for your employees.

### Free additional coverage with *Werkfit*

Every employee who takes out the basic and a supplementary health-care plan under your collective plan with ONVZ will automatically enjoy *Werkfit* coverage from 1 January 2021. This means additional supplementary coverage in the area of mental and physical health, which your employees can use entirely at their own discretion. This coverage comes on top of the coverage under any supplementary health-care plans they have selected. It will give your employees greater scope in getting the health care they need.

- ✓ Three additional physiotherapy sessions per year
- ✓ €250 for psychological health care per year
- ✓ €100 for a preventive medical investigation per year
- ✓ A preventive mental fitness or self-management course per year



Would you like to know more about our coverage options? Click in the image on the insurance you want to know more about or visit [our website](#) for a complete overview.

## Fast payout of claims

Both the ONVZ app and *MijnONVZ* online portal make submitting a claim extremely easy and quick for your employees, and we will generally pay out within three working days. The ONVZ app and *MijnONVZ* also let your employees check their financial overview and manage their details. This is also part of our service and why our customers have given our service a rating of 8.3 out of 10.



## Personal support from our *ZorgConsulent* advisers

Whenever your employees need health care or advice, our *ZorgConsulent* advisers will be at the ready to help them choose a doctor, hospital or other facility. They will make sure your employees are able to make well-considered decisions. And if an employee has doubts about a diagnosis or proposed treatment, the *ZorgConsulent* adviser will help arrange a second opinion. On top of that, *ZorgConsulent* advisers will find out for employees on a waiting list where they can get treated the quickest and give tips on how to get healthy and stay that way.

## Support for carers

Support for carers is an important part of the service that our *ZorgConsulent* advisers provide. The *ZorgConsulent* advisers have excellent knowledge of all the relevant laws and regulations and will be happy to help your employees with information and practical tips. They can also help your employees arrange substitute carers.

Our *ZorgConsulent* advisers can be reached from 8.30am to 5.30pm on working days on:

-  0800 022 14 50, option 2
-  [zorgconsulent@onvz.nl](mailto:zorgconsulent@onvz.nl)

## *Snelzorg*

We want to make sure your employees get good health care and that they get it as quickly as possible. With this in mind, we have launched the *Snelzorg*, or quick care, initiative, as part of which we make arrangements with countless independent treatment centres so that your employees can get treated even quicker. The first health-care partners have meanwhile joined the *Snelzorg* initiative: Annatommie MC en Equipe (orthopaedics), Bergman Clinics (dermatology) en Eye Scan (ophthalmology). Has your employee made an appointment for orthopaedics, dermatology or ophthalmology, but has he or she to wait longer than is acceptable? In that case your employee can contact our *ZorgConsulenten*. They will help your employee schedule an appointment with one of our *Snelzorg* partners.

## Attractive discount

When you enter into a long-term partnership with ONVZ to invest together in the health and fitness of your employees, ONVZ will be able to offer your employees a health-care plan with an attractive discount. The extent of this discount depends on the specifics of the partnership.

## Comparing and taking out health-care plans online

ONVZ's easy-to-use [online comparison tool](#) lets your employees compare the various (supplementary) health-care plans based on what matters most to them. On the website that will be built specifically for your company, your employees will be able to take out their preferred health-care plan in no time. The agreed discount will be included right away. If your employees switch to ONVZ before 31 December, ONVZ will take care of cancelling their current health-care plan(s).

## Correspondence in English

If you have employees who do not speak Dutch, you can rest assured knowing that ONVZ will also be there for them. The following services and resources are available entirely in English:

- customer services
- *MijnONVZ*, the online portal for customers
- website, including procedure to take out a health-care plan
- policy terms and conditions

ONVZ is the Netherlands' first health insurer with an online platform that lets customers manage all aspects of their health-care plan in English.

## About ONVZ

### Quality and freedom of choice

ONVZ offers its insured persons the best possible service and an exceptionally high level of freedom in choosing a doctor or hospital. Thanks to our expertise and excellent service, we are able to always offer our customers a personal approach.

Quality and freedom of choice come first at ONVZ. We are a non-profit association that has been giving customers the freedom to choose their own doctor and hospital since our founding in 1933. Only coverage for non-contracted district nursing and mental health-care providers will be subject to a maximum from 1 January 2021 onwards.

### High customer satisfaction

Every year, independent consumer surveys show that ONVZ ranks among the Netherlands' best health insurers. Our products, service and customer trust steadily achieve ratings of 8 or higher on a scale of 1 to 10.

**8,2** MarketResponse  
Score for  
**our service**

**8,1** MarketResponse  
Score for  
**our products**


**8**   
Score on  
**customer trust**

**+27** MarketResponse  
NPS  
**Customer satisfaction**

## Partnership

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