

**N**ew years often signify new beginnings. New beginnings are only achieved with a renewed mindset and adopting new formulas to achieving goals. The first quarter of 2023 has come to a close and GLICO Healthcare is excited to adopt new strategies to serve you better.

In this edition of our newsletter, we would like to share with you 'Whats New?' at GLICO Healthcare and refresh you on some of our already existing products and services.



## GLICO HEALTHCARE'S UNION WITH GLICO TPA

We are pleased to inform you that GLICO Third Party Administration, our partner company and leading provider of healthcare administration services has officially joined the GLICO Healthcare family.

This collaboration with GTPA further strengthens our position within the Private Health Insurance Service market. The combination of GTPA's years of experience in managing corporate-funded health administrative services coupled with our enormous experience in the private health insurance market will provide our clients with a comprehensive range of service options. This merger is also expected to result in greater efficiencies in the provision of our services.

We welcome our GLICO TPA clients to the GLICO Healthcare Family!



## **EXPERIENCE CENTER**

We are pleased to inform you the GLICO Healthcare Experience Center is available to serve you.

The Experience Center was established to ensure that your telephone experiences with us are professional, consistent, timely and of high quality – to meet your expectations. All our main customer-facing lines, as listed under your health cards, have been routed through the Centre and is being managed by seasoned Customer Service Personnel who are available to serve you at any time of the day.

Engage with us on **0302 746 500**.

We look forward to hearing from you.





## CHRONIC CONDITION MANAGEMENT (CCM)

The Chronic Condition Management (CCM) is a carefully designed added value service for staff and family who are on chronic medications and/or managing chronic conditions such as hypertension, diabetes, high cholesterol etc. Our medical team comprising of registered doctors and nurses will support and assist staff and their dependents with chronic conditions, to avert any adverse complications that are likely to arise as a result of these conditions. The service also facilitates the delivery of chronic medications in the form of re-fills, as may be required.

Call us on **0302 746 500** | **0501 634 026** for more information



## HEALTH TIP

### How Hard Do I Have To Exercise To Gain Health Benefits?

**M**inimal levels of exercise are better than none. Start with an activity you enjoy and can do comfortably. As you become used to exercising, try to exercise within your target heart rate zone so that you get the most benefit.

Measuring your heart rate (beats per minute) can tell you how hard your heart is working during an activity. You can check your heart rate by lightly pressing the tips of your first 2 fingers on the inside of your wrist to take your pulse. Count your pulse for 15 seconds and multiply the number of beats by 4. To time the 15 seconds, use the timer function on your smartphone or a watch or clock with a second hand. If you have a smartphone or smartwatch, this may be able to measure your heart rate as well.

Most people will get the greatest benefit and lower their risks if they keep their heart rate between 50% and 85% of their maximum heart rate when exercising. To figure out your maximum heart rate, subtract your age (in years) from 220. This number is your maximum heart rate. To figure out your target heart rate range, multiply that number by 0.50 and 0.85.

For example, if you are 40 years of age, subtract 40 from 220 to get your maximum heart rate of 180 beats per minute ( $220 - 40 = 180$ ). Then, multiply 180 by 0.50 and 0.85 to get your target heart rate range of 90 to 153 beats per minute ( $180 \times 0.50 = 90$  and  $180 \times 0.85 = 153$ ). When you first start an exercise program, aim for the lower end of your target heart rate range. As your exercise program progresses, you can gradually build up to a higher target heart rate.

#### FORMULA

**220** - Reference figure based on ones maximum heart rate in reference to age.

**220 - Age** = ( maximum Heart Rate 'MHR')

#### Calculate Target Heart Rate

$MHR \times 0.80$

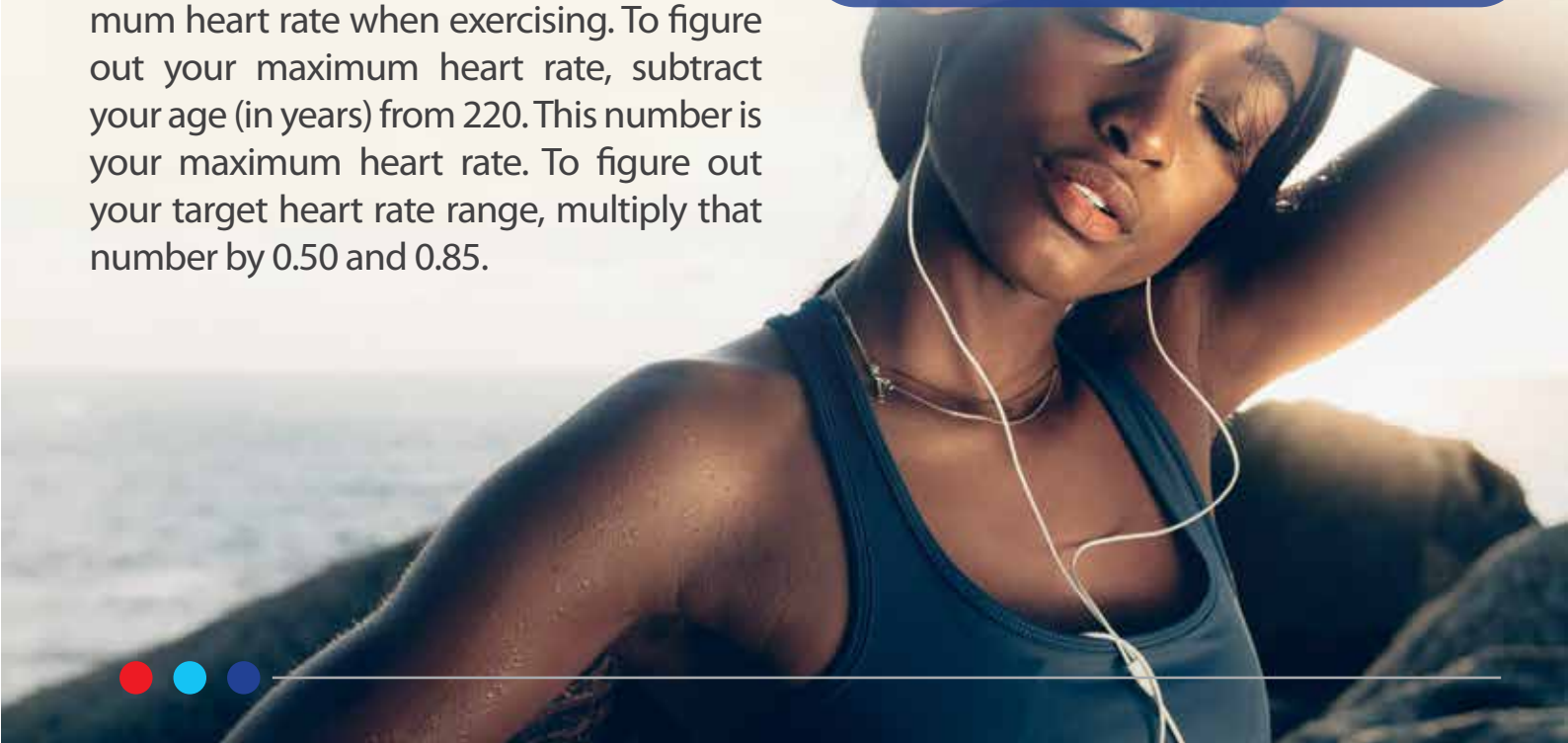
#### Example:

Age = 40

$220 - 40 = 180$

$180 \times 0.80 = 144$

Answer = **144 beats per minute**





## Something To Consider

Start with an activity that is fairly easy for you, such as walking. Do it for a few minutes a day, several times a day. Slowly increase the amount of time and the intensity of the activity, don't try to do too much too soon. You can increase your walking time and speed over several weeks.

Stay active to stay healthy.





## GHC BENEFICIARY APP

### Are you registered on our Mobile App yet?

Register onto the GLICO Health Mobile App to have access to great features such as;

- Individual utilization
- Initiate Refund Request
- Check the status of individual claims
- Access to Benefits
- Names and GPS Pinned locations of service providers
- Direct access to the GLICO Healthcare hotlines
- Direct link to the website and social media platforms

Download the App on the Google Play store to enjoy a great self-service experience.

### Follow the steps below to create an account;

- Download 'GHC Beneficiary App' from the Play store
- Click on 'Sign up'
- Enter your policy number
- Enter the phone number/e-mail used when filling out your enrollment form
- Create password
- Confirm password
- Enter OTP sent to your SMS/email

**Enjoy health insurance at your finger tips**



# LAUGH FACTORY



- Why did the diet coach send her clients to the paint store?  
She heard you could get *thinner* there.

**For all general enquiries  
about GLICO Healthcare, please  
contact us as follows:**

**GLICO HEALTH**

**Call/Text /Whatsapp: 030 274 6500 | 050 163 4026**

**026 158 9927**



**GLICO HEALTH**

