

## Hunter Health Insurance Healthy Living Newsletter

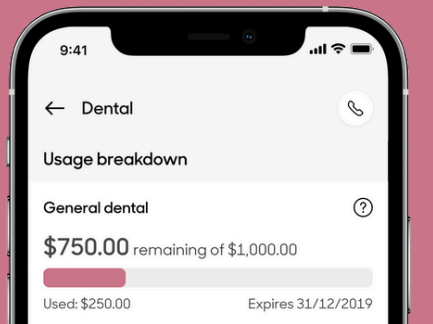
Welcome to the latest edition  
of your Healthy Living Newsletter!

In this issue, you'll find helpful info on Kieser physiotherapy and what you may be eligible to claim as a Hunter Health Insurance member.

This edition also includes some of the ways we are proud to support our community such as partnering with not-for-profit charity Little Wings and stepping up for heart health.

### The new HHI app is almost here

Helping to make claiming on the go even easier, the new HHI app will allow you to manage your account in just a few simple taps.



### In this newsletter

Edition #5

#### Kieser Care Programs and Physio

What are you eligible to claim?

#### Supporting Our Community

Through local charity Little Wings

#### Healthy recipe

Braised Lamb Shanks with Carrots

#### We walked to fund

Critical heart disease research

#### Tell us about your experience

Can we do better? Tell us how

#### No annual limits

On general dental\*

## Christmas Opening Hours

We will be closed from  
12pm Wednesday 24  
December

Our regular trading hours  
will resume from  
8.30am Monday 5 January



## Kieser Physiotherapy

### Training for a better quality life

#### Reduce pain and discomfort through physiotherapy

At the Kieser clinics, you'll be guided by their team of qualified physiotherapists, exercise scientists and exercise physiologists in their fully equipped clinic featuring leading-edge strength training equipment. The Kieser team will work closely with you to achieve your goals to reduce pain and build strength with their unique mix of physiotherapy and strength training.

#### What benefits can you access as a Hunter Health Insurance member?

As a Hunter Health Insurance member, you may be able to claim a portion of the cost for physiotherapy or even access one of the specialised care programs with no out of pocket fees.

##### Kieser Care Programs

The Kieser Care Programs are specialised programs designed to prevent or delay hip, knee or spinal surgeries as well as to reduce pain or other symptoms.

Hunter Health Insurance members who meet the eligible criteria **can claim the full program cost** which includes:

- ✓ Between 6 to 12 treatment sessions with a physiotherapist
- ✓ exercise sessions with an exercise physiologist or exercise scientist
- ✓ a physiotherapist-designed strengthening program and more

##### Physiotherapy

Physiotherapy is **covered in every Hunter Health Insurance extras policy**. You can claim a fixed cost for each physiotherapy session up to your annual limit.

#### Who is eligible for the Kieser care programs?

If your GP considers that you may require knee, hip or spinal surgery within the next three years as a result of your condition, *and* you hold an eligible level of HHI cover, you may be eligible for the Kieser care programs with no out-of-pocket cost.

## How to access a care program

If you meet the full eligibility criteria and hold the relevant Hunter Health Insurance cover, gaining access to the right Kieser care program for your condition is simple.

- 1 Speak to your medical practitioner about getting a referral
- 2 Arrange an initial assessment with Kieser
- 3 Kieser will check with Hunter Health Insurance that you hold an eligible policy
- 4 Get started with the Kieser care program!



Supporting our local community

### Partners with local charity, Little Wings

We're dedicated to improving the health and wellbeing of our local community which is why we've partnered with local charity Little Wings to improve accessibility to healthcare for some of our region's most vulnerable.



We funded 10 flights this year

We fund ten flights every year to help critically-ill children in rural or regional NSW access life-saving healthcare.



Matching every member donation

We will match every Hunter Health Insurance member donation to Little Wings dollar for dollar\*.



Sending a nurse to regional NSW

We are proud to sponsor a nurse to travel to regional NSW and deliver critical immunisations to children.

*\*For each Hunter Health Insurance member who donates, we will match the total value of the donation up to \$110.*



Little Wings is a not-for-profit organisation that provides free, professional and safe flight and ground transport services for seriously ill children in rural and regional NSW, ACT & QLD.



## Healthy recipe

# Braised Lamb Shanks with Carrots

A much-loved classic, these delicious braised lamb shanks with carrots and roasted parsnips from the CSIRO Total Wellbeing Diet are loaded with flavour.

### Ingredients

- 4 x 270g lamb shanks (including bone), trimmed of fat
- 4 sprays olive oil spray
- 1 medium onion, chopped
- 3 garlic cloves, chopped
- 2 sprigs fresh rosemary
- 2 tbsp no added salt tomato paste
- 2 cups salt reduced chicken stock
- 1 medium carrot, chopped into 3cm pieces
- 2 tsps dried paprika
- 400g parsnip, peeled, trimmed and halved lengthways
- 2 tsps honey



Serve size  
4



Prep time  
15 minutes



Cook time  
480 minutes

### Method

- 1 Place a large frying pan over high heat. Spray the shanks with cooking oil and fry in two batches for 7-8 minutes or until browned on all sides, then transfer to the slow-cooker.
- 2 Reduce heat to medium. Add olive oil, onion, garlic and rosemary, stirring occasionally for 4-5 minutes until the onion starts to soften.
- 3 Add tomato paste, stirring for 1 minute then add 1/2 cup of chicken stock and stir to combine, scraping the bottom of the pan.
- 4 Tip mixture into slow-cooker. Add remaining stock, carrots, paprika and season with salt and pepper. Stir to combine then cover and cook on low for 7-8 hours or until the lamb is almost falling off the bone. Skim away any fat from the surface.
- 5 An hour before you're ready to eat, preheat the oven to 220°C and line a baking tray with baking paper. Arrange parsnips on tray and spray with cooking oil. Drizzle honey, season with black pepper and sprinkle a pinch of paprika for 50-60 minutes until parsnips are golden and crisp.
- 6 Serve lamb shanks with carrots and spoon over some sauce. Serve with roast parsnips alongside.



## We walked to fund Critical heart disease research

### Raising Funds for Heart Health

This year, the Hunter Health Insurance team walked to help save lives from heart disease. Together we logged **2,310,497** steps. That's almost the same as:



Walking from  
Sydney to Cairns



Walking the length of  
Tasmania 5 times



Completing  
41 marathons

Burning off  
200 Big Macs



We raised **\$2,252**  
Our goal **\$2,000**



The Hunter Health Insurance team was the **second highest fundraising team** overall with all proceeds going to the Heart Foundation Australia to fund vital research into heart disease.

While heart disease is one of the leading causes of death for Australians, you can take action today to reduce your risk of developing this condition simply by walking 7,000 steps a day.



### Refer a friend and you get 4 weeks FREE cover

Don't keep quiet about the good things in life. Refer a friend to Hunter Health Insurance and you'll both get a share in the benefits.

Plus in addition to all the benefits of their new HHI cover, if your friend adds any extras package, we'll waive their usual 2 and 6 month waiting periods!

For the full terms and conditions, visit [www.hunterhi.com.au](http://www.hunterhi.com.au) or get in touch with our team.



## Tell us about Your experience

At Hunter Health Insurance, we're dedicated to putting our members first with reliable, quality service.



[Click here to leave a review](#)

### Review us on Google

As a small business, we really value feedback and reviews from our members. If you have had a positive experience with Hunter Health Insurance, we'd love if you had the time to leave a quick review on Google.

### Feel like there's room for improvement?

At Hunter Health Insurance, we are committed to putting our members first. However sometimes things don't always go as planned. So if, for any reason, you're not satisfied with your experience, please get in touch with our team.

Or should you have any questions or concerns about your policy, a claim or just health insurance in general, we're more than happy to help.



[Contact us](#)



# Health insurance that puts **you** first

Love your smile with  
**no annual limit**  
on general dental<sup>1</sup>



**Plus two gap-free dental check-ups each year on Hunter and Premium extras**

There are many great benefits to having dental health insurance. With our Hunter and Premium extras policies, you can keep your teeth healthy while keeping your bank account happy.



**Visit your dentist**

Choose your preferred dentist – you're not restricted to a provider network, giving you complete freedom of choice.



**Scan your HHI card**

Simply scan your HHI card at the dentist, as we're part of the HICAPS network, your benefits are applied instantly.



**Pay the difference**

If there's a gap, you'll just pay the difference – but for no-gap services, there's nothing extra to pay.

1. Members can claim a fixed rebate an unlimited number of times on selected dental item numbers for fillings, surgical tooth extraction and root canal at any dentist in Australia. If your preferred dentist charges above this amount, an out-of-pocket fee will be incurred. 2. Gap free preventative dental covers periodical oral examinations and scale and clean treatments twice annually. See website for full details.

**Got a question or need some support?**

Navigating private health insurance can be overwhelming.

Our friendly team of experts are available to support you with any questions you have about your cover or private health insurance.

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*Join our community!*



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