

SALUTING MOTHERS: A SPECIAL MOTHER'S DAY MESSAGE

To all the mothers, grandmothers and mother figures, thank you for your unwavering support and dedication. We celebrate you, not just this month, but every day!

We honor the remarkable women who inspire us daily as we celebrate Mother's Day. Your love, strength and resilience are the cornerstones of families and communities. Mothers fulfill many roles and are guiding lights, who inspire whilst nurturing through life's challenges. A mother's love and dedication shapes lives in countless ways, making mothers truly irreplaceable.

This month is dedicated to acknowledging the countless sacrifices you make and the unconditional love you provide.

Wishing you a joyful and love-filled Mother's Day

LORRAINE'S JOURNEY: *a story of* UNWAVERING RESILIENCE

We are humbled to share an inspiring story that embodies the spirit of our Corporate Social Responsibility (CSR) initiative.

Meet Lorraine Dengura, a remarkable young woman from the vibrant suburb of Natview in Mutare. At just 25 years old, Lorraine's journey is a testament to resilience and determination in the face of life's toughest challenges. Born deaf and raised by her devoted single mother, a vegetable vendor, Lorraine has navigated a world that often overlooks her, yet she has emerged as a beacon of hope.

Lorraine fought for her education, excelling in sewing and sports, particularly netball, where she won gold medals at the Danhiko Paralympic Games.



In January 2020, Lorraine suffered a life-altering accident that resulted in the loss of her left leg. With support from well-wishers, she received a prosthetic leg in April 2020, allowing her to continue her vocational training. However, as her body grew, the prosthetic became unusable, walking became painful and exhausting, forcing her to struggle daily to reach her sewing attachment—a crucial step toward her financial independence.

With her mother living with a disability, transportation costs were often beyond their means, leaving Lorraine to walk an arduous 8 km to work. In response to Lorraine's situation, Alliance Health donated a new prosthetic leg, which was fitted by Marissa Nel and Associates (Orthotists and Prosthetists) as part of our CSR initiative. This support aims to restore her mobility and renew her hope for a brighter future.



UNDERSTANDING STRESS

Stress is a normal response to life's demands, and in small amounts, it can actually be helpful. Our bodies are built to handle it, keeping us alert and driving us to achieve goals. However, too much stress becomes overwhelming and harmful.

There are two main kinds: **acute stress**, which is a short reaction to a challenge, and **chronic stress**, which lasts longer and can lead to mental and physical health problems.

Learning to manage stress and use its positive aspects is important to avoid difficulties.

MANAGING STRESS: TIPS FOR A HEALTHIER MIND AND BODY

SIGNS OF STRESS

- Changes in appetite
- Difficulty sleeping
- Excessive worry about the small things in life
- Frequent headaches
- Gastrointestinal distress
- Muscle tenseness and soreness
- Prolonged feelings of sadness or self-worthlessness
- Panic attacks

TIPS FOR MANAGING STRESS:

- Understand your triggers
- Exercise regularly
- Focus on the present moment
- Take time to be still.
- Eat healthily
- Prioritise sleep
- Stay organised
- Set boundaries
- Connect with loved ones
- Enjoy hobbies
- Limit screen time
- Don't be afraid to reach out to a professional
- It's OK to not be OK!

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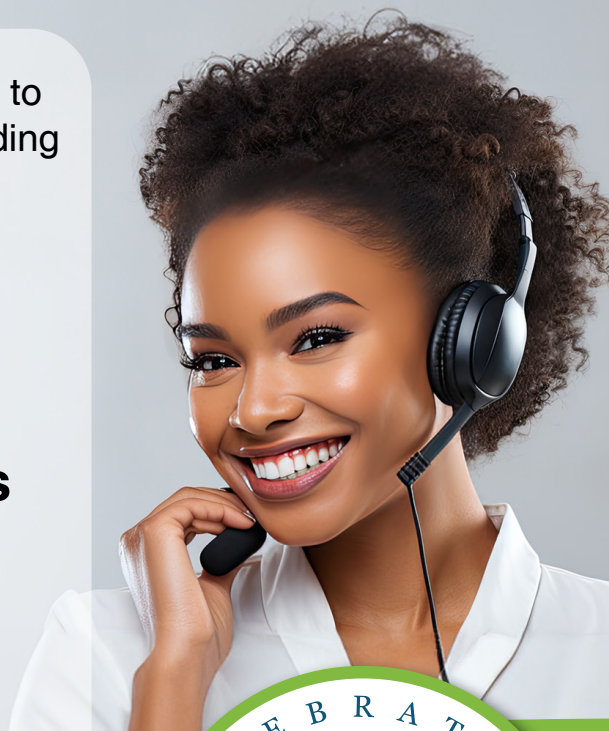
Celebrating a decade of outstanding service at the Alliance Health Call Centre!

For the past **10 years**, we have been dedicated to providing exceptional customer support and building lasting relationships with our valued clients.

THANK YOU!

We couldn't have reached this milestone without the trust and support of our amazing customers.

Here's to many more years of excellence and innovation!



24 / 7 Call Centre

086 7700 0716 | 0772 126 120

MITIGATING FRAUD AND ABUSE IN HEALTHCARE



As an Alliance Health member, you play an important part in combatting all forms of fraud, waste and abuse of your benefits. Staying informed about your benefits, regularly reviewing your claims statement and reporting unusual and or any suspicious activity can significantly contribute to maintaining the integrity of our healthcare system.

MEDICAL INSURERS RECOMMEND:



Never sign claim forms for treatment in advance.



Before signing a claim form, ensure that all services billed were provided. Check for discrepancies in billed services versus treatment you received.



Always submit a copy of a valid prescription for drug claims and referral letters with specialist or referral treatment claims.



Regularly review your claims statements. If you notice any unfamiliar treatments or services you have been billed for always reach out to your Medical Insurer.

WHAT YOU NEED TO KNOW

Monthly subscription payments -

Your Alliance Health monthly subs will be invoiced and sent to you by the 16th of each preceding month.

Please contact our membership team on membership@healthzim.com if you have not received your invoice.

Your subscriptions are due on or before the 1st of the preceeding month. Claims will not be paid if your account is in arrears.

Alliance Health General Enquiries



membership@healthzim.com

Claims Submission

(Ensure all sections of the claim form are completed fully)



claimsteam@healthzim.com

Alliance Health Pre-Authorisation



callcentre@healthzim.com



086 7700 0716 | 077 212 6120

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Alliance Insurance Company



7 Fleetwood Road, Alexandra Park, Harare. | 7 Oak Avenue, Suburbs, Bulawayo.

273 Adam Stander Drive, Elephant's Walk, Victoria Falls.