



FAVORIT MEDPHARM

# INFORMATION FOR HEALTHCARE INSURANCE CUSTOMERS.

BECAUSE HEALTH  
IS EVERYTHING

**SWICA**

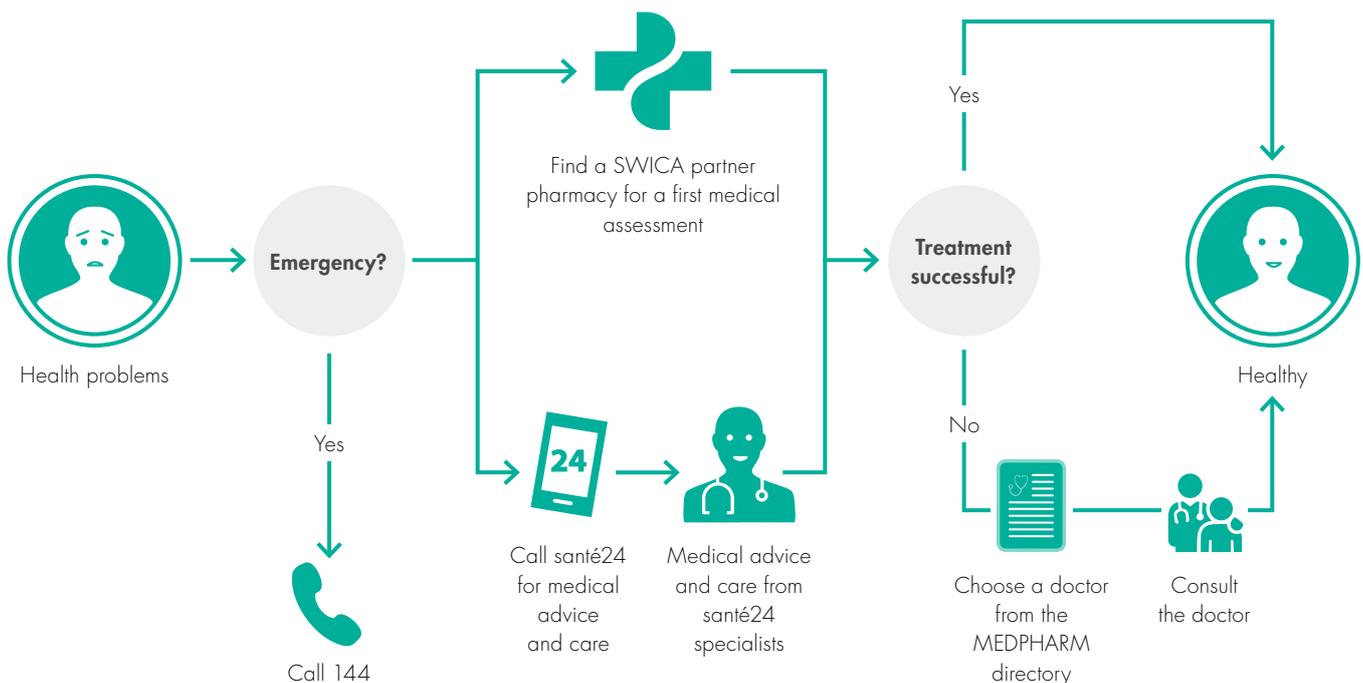
# FAVORIT MEDPHARM: THE INNOVATIVE BASIC INSURANCE PLAN.

With FAVORIT MEDPHARM, you have chosen a preferred type of mandatory healthcare insurance with comprehensive cover.

And with MEDPHARM, you qualify for an attractive discount on your premiums. SWICA can offer you especially low premiums because you have chosen an economical form of treatment and are using the available medical services responsibly. Specifically, this means that the following conditions are part of your insurance contract.

## HOW FAVORIT MEDPHARM WORKS

- › Whenever you experience a health problem, you must first contact a SWICA partner pharmacy or call the santé24 telemedicine service on +41 44 404 86 86.
- › You have direct access to a network of pharmacies and can get an initial medical assessment without first having to make an appointment. The SWICA partner pharmacies or the medical experts at santé24 will recommend that you consult a doctor from the MEDPHARM directory directly if necessary.
- › If a SWICA partner pharmacy or santé24 cannot resolve the problem for you, you can choose your doctor from the comprehensive MEDPHARM directory. Your doctor can refer you to any doctor in the MEDPHARM directory.



# QUESTIONS AND ANSWERS.

## WHERE CAN I FIND THE DIRECTORIES?

You will find the directories of pharmacies and doctors online at: [swica.ch/directories](https://swica.ch/directories)

If you cannot access the digital directories, please contact your designated SWICA Customer Services.

## WHAT SHOULD I DO IN AN EMERGENCY?

Contact your local emergency centre or call the santé24 telemedicine service on +41 44 404 86 86.

## ARE THERE ANY SITUATIONS IN WHICH I DON'T HAVE TO CONTACT A SWICA PARTNER PHARMACY OR SANTÉ24?

- › In emergencies
- › Appointments with an eye doctor, gynaecologist or paediatrician from the MEDPHARM directory
- › Before receiving treatments in connection with consultations as agreed on with a SWICA partner pharmacy or santé24 if administered by a provider from the MEDPHARM directory
- › When getting treatment during a temporary stay abroad

## WHAT HAPPENS IF I DISREGARD THE TERMS OF THE INSURANCE CONTRACT?

SWICA has the right to exclude persons from FAVORIT MEDPHARM insurance as of the end of a calendar month if they repeatedly violate the contract terms. This automatically results in a change to STANDARD healthcare insurance.



## WHERE CAN I GET ADDITIONAL INFORMATION ABOUT MY HEALTH AND ACCIDENT INSURANCE?

Please contact SWICA Customer Service 24/7 for questions about your insurance cover. You can find the phone number on your SWICA insurance card or policy. For more information, please also visit: [swica.ch](https://swica.ch)

Benefit payments are subject to the General Insurance Conditions (GIC) and Supplementary Conditions (SC) with the date of issue shown on your insurance policy.

ALWAYS AVAILABLE

# DIGITAL SERVICES FOR YOU.

## MYSWICA



### MANAGE YOUR INSURANCE DIGITALLY

- › Digital insurance card
- › Individual overview of benefits
- › Scan and submit invoices online
- › Send messages to Customer Services
- › All your personal insurance data with details of the scope of cover

[swica.ch/myswica](https://swica.ch/myswica)

## BENEVITA



### DIGITAL HEALTH COACH WITH BONUS PROGRAMME

- › Interesting content and tips on the topic of health
- › Motivational everyday challenges
- › Collect points and enjoy attractive offers and discounts

[swica.ch/benevita](https://swica.ch/benevita)

## BENECURA



### DIGITAL HEALTH CONSULTATION WITH SYMPTOMCHECK

- › SymptomCheck and PreventionCheck with individual recommendations
- › Health dossier for the secure storage of your documents and data
- › Directory of specialists
- › Lexicon of medicine and medications

[swica.ch/benecura](https://swica.ch/benecura)

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