



FAVORIT MEDPHARM / MEDPHARM PROVITA

INFORMATION FOR PERSONS WITH HEALTHCARE INSURANCE.

BECAUSE HEALTH
IS EVERYTHING

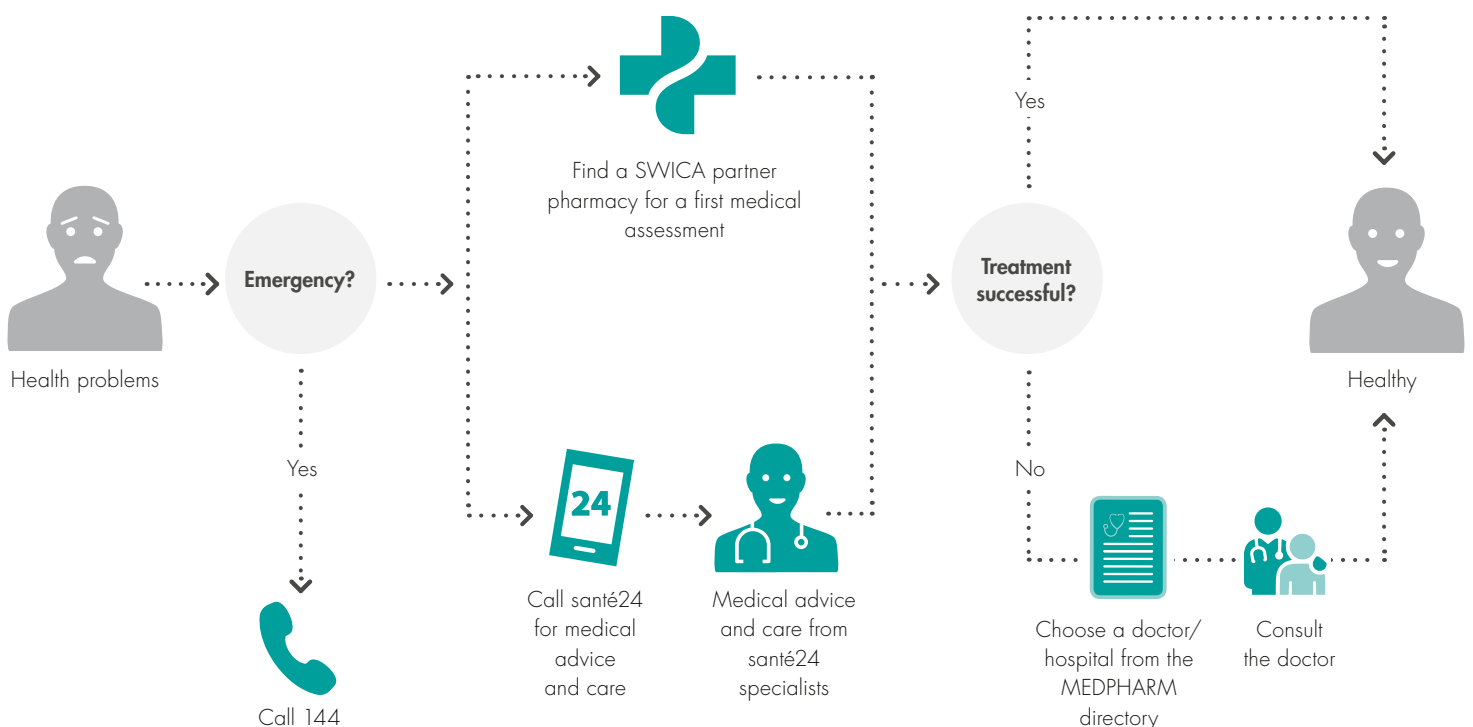
SWICA

The innovative basic insurance model.

What are the special features of FAVORIT MEDPHARM / MEDPHARM PROVITA?

With FAVORIT MEDPHARM / MEDPHARM PROVITA, you have chosen a preferred type of mandatory healthcare insurance with comprehensive cover. And with MEDPHARM, you qualify for an attractive premium discount. SWICA can offer you especially low premiums because you have chosen an economical form of treatment and are using its medical services responsibly. Specifically, this means that the following conditions are part of your insurance contract:

- 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 recommend that you consult a doctor directly if necessary, in accordance with the MEDPHARM directory.
- If a SWICA partner pharmacy or santé24 is unable to handle the problem, you can choose your doctor from the comprehensive MEDPHARM directories. Your doctor can refer you to another doctor in the MEDPHARM directories. The MEDPHARM directories also have a large range of hospitals.





Where to find the MEDPHARM directories?

You will find the directories (pharmacies, doctors, hospitals) online under www.swica.ch/medpharm. We will be happy to send you a printed extract of it on request.

What to do in emergencies

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

Are there any situations in which you don't have to contact a SWICA partner pharmacy or santé24?

- In emergencies
- In connection with visits to an eye doctor or gynaecologist from the MEDPHARM directories
- In connection with treatment following a consultation by a SWICA partner pharmacy or santé24 if administered by a provider from the MEDPHARM directories
- When getting treatment during a temporary stay abroad

What happens if you disregard the terms of the insurance contract?

SWICA has the right to exclude persons from FAVORIT MEDPHARM/MEDPHARM PROVITA insurance to 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 you get additional information about your health and accident insurance?



Please contact SWICA Customer Service at any time (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

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

ALWAYS AVAILABLE

DIGITAL SERVICES FOR YOU.



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



BENEVITA

Digital health coach with bonus programme

- Exciting contents and tips on the topic of health
- Motivational everyday challenges
- Collect points and enjoy attractive offers and discounts

swica.ch/benevita



mySWICA

Manage your insurance digitally

- Individual overview of benefits
- Scan and submit invoices online
- Send messages to Customer Services
- Easily update personal data

swica.ch/myswica



CHATBOT

Have you already met your digital insurance assistant?

Whether you have questions about SWICA's products and services or about insurance in general, the Chatbot is available 24 hours a day to provide advice and support.

Download all the SWICA apps now:



SWICA Healthcare Organisation

Because health is everything

Phone 0800 80 90 80 (24 hours a day), swica.ch

