



INFORMATION

For persons with FAVORIT MEDPHARM / MEDPHARM PROVITA healthcare insurance.

BECAUSE HEALTH IS EVERYTHING

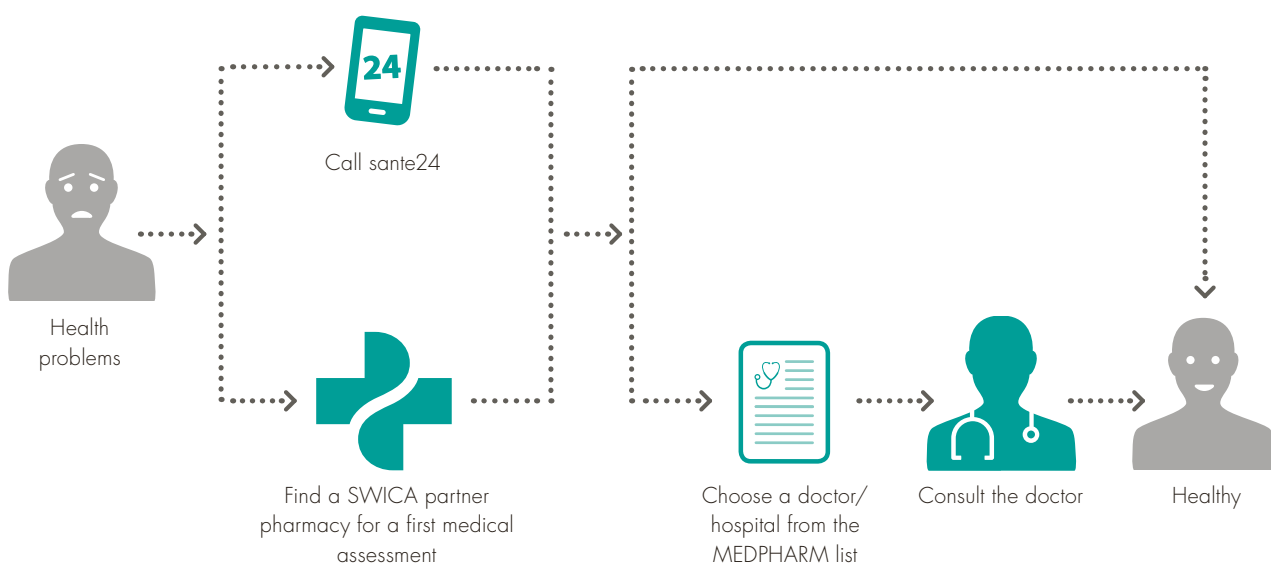
SWICA

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 sante24 health advice helpline on +41 44 404 86 86.
- You have direct access to a network of pharmacies and qualify for an initial medical assessment without first having to make an appointment. On request, the medical experts at sante24 will refer you directly to a suitable doctor or therapist.
- If a SWICA partner pharmacy or the sante24 helpline is unable to handle the problem, you can choose your doctor from the comprehensive MEDPHARM list. Your doctor can refer you to any other doctor on the MEDPHARM list. The MEDPHARM list also has a large range of hospitals.





Where to find the MEDPHARM lists

You will find the current lists at www.swica.ch/partnerpharmacies. We would be happy to send you the current printed version of the lists on request.

What to do in emergencies

Contact your local medical emergency service or call the sante24 helpline on +41 44 404 86 86.

Are there any situations in which you don't have to contact a SWICA partner pharmacy or the sante24 helpline?

- In emergencies
- In connection with visits to an ophthalmologist or gynaecologist from the MEDPHARM list
- In connection with treatment following a consultation by a SWICA partner pharmacy or the sante24 helpline if administered by a provider from the MEDPHARM list
- 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 Client Services 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.

Your mobile companions: the SWICA apps



With the SWICA apps you can access a range of SWICA services, simply and securely, regardless of where you happen to be.



Submit invoices conveniently

You can use your smartphone or tablet to send claims-related documents to SWICA easily and conveniently. This means that you always know which invoices you have submitted and can easily track the status of your claims.

Find out more at: swica.ch/benefits



BENEVITA – keep active, collect points and benefit

Whether it's exercise, nutrition or wellbeing: BENEVITA supports you by delivering interesting content and tips on the subject of health. Adopting an active lifestyle not only helps you to keep healthy but will also enable you to collect bonus points and reduce your premiums.

Find out more at: swica.ch/benevita



BENECURA – your health in your hands

The BENECURA app is an invaluable resource if you have questions about your health or if you become ill. The SymptomCheck function, which has been developed by doctors, will support you – simply, digitally and reliably. The result of this process is a personal recommendation about what to do next (e.g. make a doctor's appointment, treat yourself). And you can always rely on the sante24 helpline for medical advice. BENECURA also has a medical and medication lexicon, a valuable reference work to help you to help yourself.

Find out more at: swica.ch/benecura