SWICA

Favorit Casa

The GP plan

Favorit Casa:
The individual basic insurance plan

With Favorit Casa, your general practitioner from our directory of doctors is your primary contact for all your health-related questions.

And with Favorit Casa, you qualify for an attractive discount on your premiums. SWICA can offer you these preferential terms because you are using the available medical services responsibly. The following conditions are part of your insurance contract.

How the Favorit Casa model works

- You choose your general practitioner from the comprehensive directory of doctors.
- You contact your general practitioner whenever you experience a health problem. You and your doctor then discuss the best way to proceed, decide on the right specialist and hospital if needed, and agree on any further treatment measures to take.
- No co-payment from 1 January 2026 (does not affect your excess and deductible): For any telemedicine services provided by santé24 (advice, consultations with experts and doctors), as long as basic insurance covers them. Exceptions include: advice and consultations in conjunction with nutrition advice and the psychological/psychiatric counselling service.

Key questions and answers

Where can I find the directory?

You will find the directory of doctors online at: **swica.ch/directories**

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

What should I do in an emergency?

First contact your general practitioner. Outside office hours, please contact the santé24 online practice on +41 44 404 86 86, or your local medical emergency service. Inform your general practitioner about any emergency treatment as soon as possible.

Are there any situations in which I don't need to contact my general practitioner?

- In emergencies
- Children up to the age of 18 can be treated by a paediatrician without referral
- Appointments with an eye doctor or a gynaecologist
- When getting treatment during a temporary stay abroad

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

We have the right to exclude insured persons from Favorit Casa insurance as of the end of a calendar month if they repeatedly violate the contract terms. This automatically results in changing their cover to the conventional Standard basic insurance plan.

Where to get additional information about your 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.

More information is available at: **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.

Digital services for you

mySWICA: digital customer portal for all your insurance cover

- Digital insurance card
- Individual overview of benefits
- Scan and submit receipts online – track processing in real time
- Send messages to Customer Services
- Easily update personal details
- Live status of your excess and deductible
- Directly and easily change accident cover under basic insurance

swica.ch/myswica

Benevita: digital health coach with bonus programme

- Tips for staying healthy with inspiring and surprising topics relating to exercise, nutrition and wellbeing
- Motivating point system for discounts on premiums and selected supplementary insurance plans
- Donate to charitable projects together with the Benevita community

swica.ch/benevita

Benecura: digital health consultations with SymptomCheck

- SymptomCheck and PreventionCheck with individual recommendations
- Health dossier to securely store your documents and data
- Directory of specialists
- Lexicon of medicine and medications
- Secure transmission of your photos and medical documents

swica.ch/benecura

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