



FAVORIT CASA

# INFORMATION FOR PERSONS WITH HEALTHCARE INSURANCE.

BECAUSE HEALTH  
IS EVERYTHING

**SWICA**

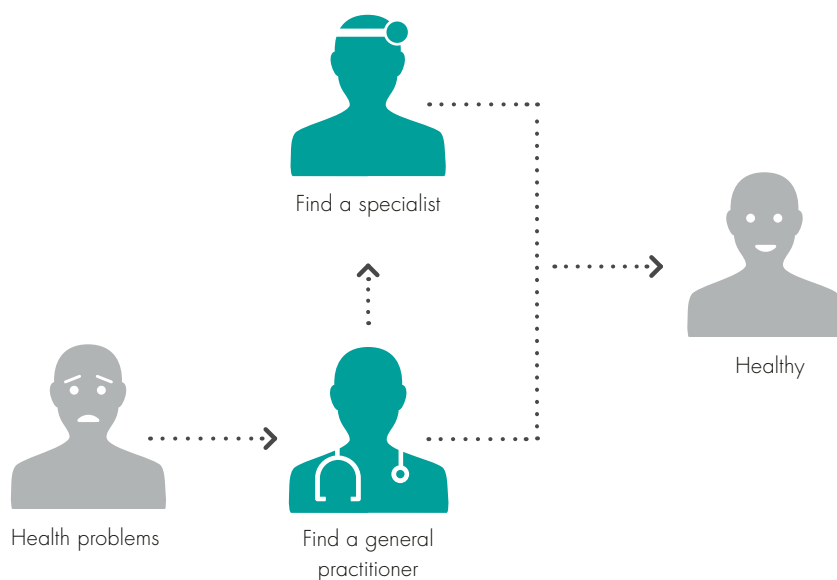
# The individual basic insurance model.

## What are the special features of FAVORIT CASA?

With FAVORIT CASA, you have chosen a preferred type of mandatory healthcare insurance that also provides you with comprehensive cover. And with FAVORIT CASA, you qualify for an attractive premium discount.

SWICA can offer you these preferential terms because you are using its medical services responsibly. Specifically, this means the following conditions are part of your insurance contract:

- You choose your general practitioner from the comprehensive directory of doctors.
- You agree to contact your general practitioner whenever you experience a health problem. You and your doctor then discuss the optimal way to proceed, possibly choose a specialist and hospital, and decide on any further therapy measures to take.





## Where do you find the directory of doctors?

You will find the directory of doctors under [www.swica.ch/casa](http://www.swica.ch/casa). We will be happy to send you a printed extract of it on request.

## What to do in emergencies

First contact your general practitioner. Outside office hours, please contact the santé24 telemedicine service 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 when you don't need to contact your 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 you disregard the terms of the insurance contract?

SWICA has the right to exclude insured persons from FAVORIT CASA 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](http://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](https://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](https://swica.ch/benevita)

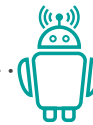


## mySWICA

### 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](https://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](https://swica.ch)

