



FAVORIT CASA

# INFORMATION FOR HEALTHCARE INSURANCE CUSTOMERS.

BECAUSE HEALTH  
IS EVERYTHING

**SWICA**

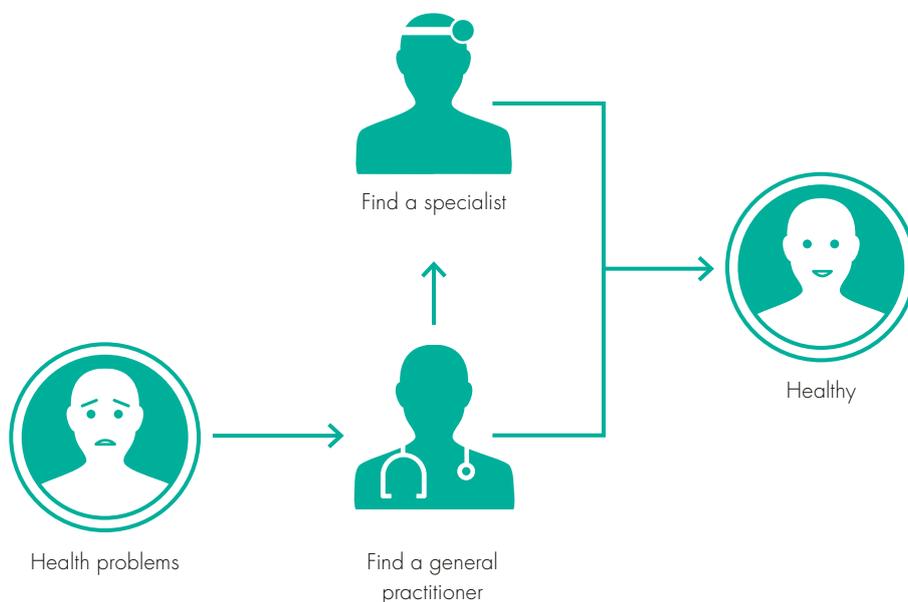
# FAVORIT CASA: THE INDIVIDUAL BASIC INSURANCE PLAN.

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 discount on your premiums. SWICA can offer you these preferential terms because you are using the available medical services responsibly. Specifically, this means 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.



# QUESTIONS AND ANSWERS.

## WHERE CAN I FIND THE DIRECTORY?

You will find the directory of doctors online at: [swica.ch/directories](https://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 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 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?

SWICA has 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 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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