



FAVORIT MEDICA

# INFORMATION FOR PERSONS WITH HEALTHCARE INSURANCE.

BECAUSE HEALTH  
IS EVERYTHING

**SWICA**

# The flexible basic insurance model.

## What are the special features of FAVORIT MEDICA?

With FAVORIT MEDICA, you have chosen a preferred type of mandatory healthcare insurance that also provides you with comprehensive cover. And with FAVORIT MEDICA, 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 can freely choose your doctor at any time from the comprehensive MEDICA directories or you can contact the santé24 telemedicine service by calling +41 44 404 86 86.
- Your doctor can refer you to any other doctor in the MEDICA directories.
- The MEDICA directories also offer you a wide choice of hospitals.
- If you need medicines and low-cost generic ones are available, you will need to consider those. You can get more information at [www.swica.ch/generics](http://www.swica.ch/generics), from SWICA Client Services (24/7), or by calling santé24 on +41 44 404 86 86.
- Will you be needing medicine for an extended period? If so, you can ask a mail-order pharmacy to send you the prescribed items to your home discreetly, securely and conveniently. You will find more information about mail-order pharmacies under: [swica.ch/medica](http://swica.ch/medica)





## Where to find the MEDICA directories

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

## What to do in emergencies

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

## Are there any situations when you don't need to consider the MEDICA directories?

- In emergencies
- 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 MEDICA 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)

