



FAVORIT MEDICA

# INFORMATION FOR HEALTHCARE INSURANCE CUSTOMERS.

BECAUSE HEALTH  
IS EVERYTHING

**SWICA**

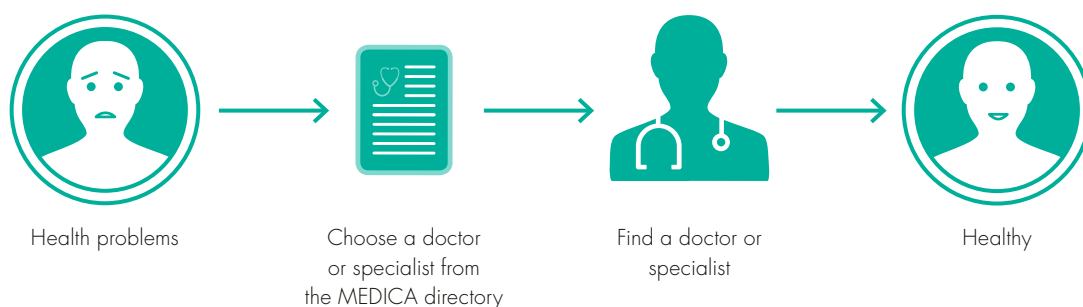
# FAVORIT MEDICA: THE FLEXIBLE BASIC INSURANCE PLAN.

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 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 MEDICA MODEL WORKS

- › You can freely choose your doctor at any time from the comprehensive MEDICA directory or you can contact the santé24 telemedicine service by calling +41 44 404 86 86.
- › The doctor treating you can refer you to any other doctor in the MEDICA directory.
- › If you need medicines and low-cost generic ones are available, you will need to consider those.  
You can get more information at [swica.ch/generics](https://www.swica.ch/generics), from SWICA Customer Service 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 can find out more about mail-order pharmacies at: [swica.ch/medication](https://www.swica.ch/medication)



# 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?

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

## ARE THERE ANY SITUATIONS IN WHICH I DON'T NEED TO CONSIDER THE MEDICA DIRECTORY?

- › In emergencies
- › 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 MEDICA 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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