



FAVORIT SANTE

INFORMATION FOR HEALTHCARE INSURANCE CUSTOMERS.

BECAUSE HEALTH
IS EVERYTHING

SWICA

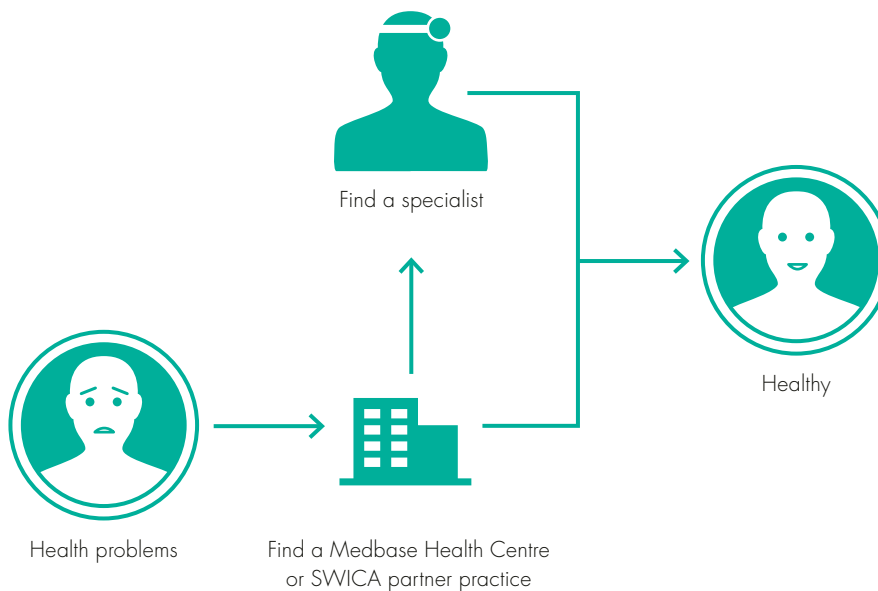
FAVORIT SANTE: THE COMPREHENSIVE BASIC INSURANCE PLAN.

With FAVORIT SANTE, you have chosen a preferred type of mandatory healthcare insurance that offers comprehensive cover combined with a holistic approach to medical care.

And with FAVORIT SANTE, you qualify for an attractive discount on your premiums. SWICA can offer you these attractive preferential terms because you have chosen an economical form of treatment and are using the available medical services responsibly. Specifically, this means that the following conditions are part of your insurance contract.

HOW THE FAVORIT SANTE MODEL WORKS

- › You contact your Medbase Health Centre or SWICA partner practice 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 ARE THE HEALTH CENTRES AND PARTNER PRACTICES LOCATED?

You can find an up-to-date list online at: swica.ch/directories

WHAT SHOULD I DO IN AN EMERGENCY?

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

ARE THERE ANY SITUATIONS IN WHICH I DON'T NEED TO CONTACT MY HEALTH CENTRE OR SWICA PARTNER PRACTICE?

- › 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 SANTE 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

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

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

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

Download all the SWICA apps now:



THERE FOR YOU, 24 HOURS A DAY, 365 DAYS A YEAR.

Phone 0800 80 90 80 / swica.ch

SWICA