



INFORMATION

For persons with FAVORIT SANTE healthcare insurance.

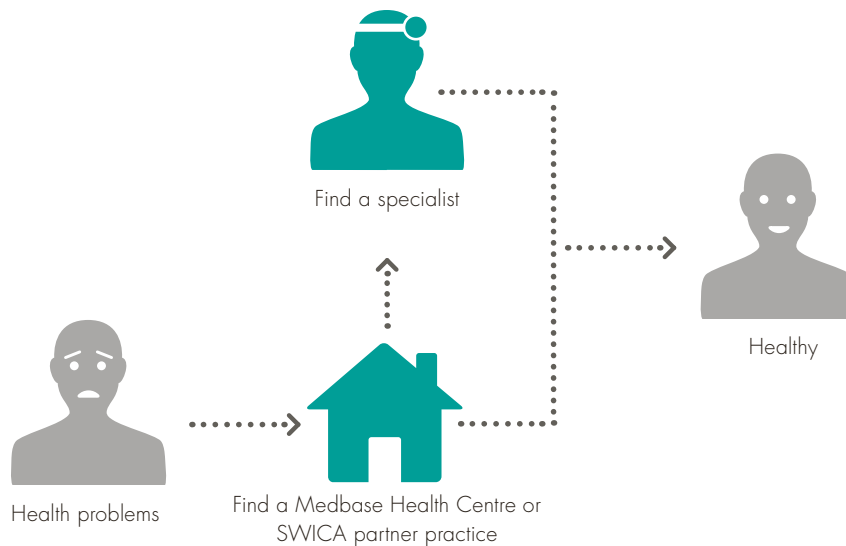
# The comprehensive basic insurance model.

## What are the special features of FAVORIT SANTE?

With FAVORIT SANTE you have decided on the preferred option when it comes to mandatory health care insurance, one that offers you comprehensive cover combined with a holistic approach to medical care. And with FAVORIT SANTE you will get an attractive premium discount.

SWICA can offer you these attractive preferential terms because you have opted for an economical form of treatment and are using the available medical services responsibly. In particular, this means that the following conditions are part of your insurance contract:

- You contact your Medbase Health Centre or SWICA partner practice whenever you experience a health problem.
- You and your doctor then discuss the optimal way to proceed, decide on the right specialist and hospital if needed, and agree on any further measures to take.





## Medbase Health Centres and SWICA partner practices near you

You can find an up-to-date list at [swica.ch/sante](https://swica.ch/sante)

## What to do in emergencies

First contact your health centre. Outside office hours, please contact the sante24 helpline on +41 44 404 86 86 or your local medical emergency service. Inform your health centre about any emergency treatment as soon as possible.

## Are there any situations when you don't need to contact your Medbase 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 you disregard the terms of the insurance contract?

SWICA has the right to exclude insured persons from FAVORIT SANTE 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](https://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.

# Your mobile companions: the SWICA apps



With the SWICA apps you can access a range of SWICA services, simply and securely, regardless of where you happen to be.



## Submit invoices conveniently

You can use your smartphone or tablet to send claims-related documents to SWICA easily and conveniently. This means that you always know which invoices you have submitted and can easily track the status of your claims.

**Find out more at: [swica.ch/benefits](https://swica.ch/benefits)**



## BENEVITA – keep active, collect points and benefit

Whether it's exercise, nutrition or wellbeing: BENEVITA supports you by delivering interesting content and tips on the subject of health. Adopting an active lifestyle not only helps you to keep healthy but will also enable you to collect bonus points and reduce your premiums.

**Find out more at: [swica.ch/benevita](https://swica.ch/benevita)**



## BENECURA – your health in your hands

The BENECURA app is an invaluable resource if you have questions about your health or if you become ill. The SymptomCheck function, which has been developed by doctors, will support you – simply, digitally and reliably. The result of this process is a personal recommendation about what to do next (e.g. make a doctor's appointment, treat yourself). And you can always rely on the sante24 helpline for medical advice. BENECURA also has a medical and medication lexicon, a valuable reference work to help you to help yourself.

**Find out more at: [swica.ch/benecura](https://swica.ch/benecura)**