OUTSTANDING SERVICE FOR YOUR HEALTH.

SERVICES AND ADVANTAGES

CUSTOMER SERVICE 24/7

BECAUSE HEALTH IS EVERYTHING

SWICA
SANTÉ24 –
YOUR SWISS TELEMEDICINE SERVICE
Experienced doctors and medical staff at santé24 will offer you expert advice on all questions relating to prevention, illness, accident and maternity – worldwide, around the clock, 365 days a year. In the case of complex treatment, customers will benefit additionally from the personal support they receive from SWICA Care Management. This means that you will always be in good hands.

WHAT SANTÉ24 OFFERS YOU
› Access to doctors and medical staff who are experts in their field
› Support before and during hospital stays
› Advice on nutrition, exercise and wellbeing
› Vaccination advice for foreign travel
› Personal advice on medication
› Telemedicine service: online and by phone, 24/7
› Free to everyone who is insured with SWICA either directly or through their employer

santé24 is there for you, 24 hours a day, 365 days a year: Phone +41 44 404 86 86

SECOND MEDICAL OPINION
Would you like to obtain a second opinion before an operation? On request, neutral experts will review your files and the resulting diagnosis or prescribed therapy. The specialists who assist you in coming to a decision are completely neutral, as they do not carry out any treatments themselves and do not contact the original doctor.

THE BENEFITS OF A SECOND MEDICAL OPINION
› Reassurance if you are uncertain about an initial medical opinion
› Help in taking decisions about planned non-emergency medical treatment
› Transparent, comprehensive and balanced information for patients

HOW YOU BENEFIT
SWICA and PROVITA customers can obtain a free and independent second opinion from santé24 at any time. Experienced doctors will assist you in this process. The fees charged by meinezweitmeinung.ch are covered under some insurance plans*.

THIS IS HOW IT WORKS
› You contact santé24 or access meinezweitmeinung.ch directly.
› A team of doctors examines the documents and prepares a well-founded, independent second opinion.
› The second opinion is sent to you promptly.

*Free second opinion only for customers with HOSPITA PRIVATE WORLDWIDE/PRIVATE/FLEX PRIVATE/SEMI-PRIVATE/FLEX SEMI-PRIVATE or INFORTUNA

TYTOHOME –
THE INNOVATIVE TELEMEDICINE DEVICE
With TytoHome, you can carry out medical examinations yourself, regardless of where you happen to be, and share and discuss the results with santé24 healthcare professionals and doctors: swica.ch/tytohome
GOOD TO KNOW

CONVINCING REASONS THAT SPEAK FOR SWICA.

OUTSTANDING CUSTOMER SATISFACTION
SWICA is proud to have received top ratings for customer satisfaction and image in independent surveys conducted by companies such as Comparis, KTIpp and amPuls. These results motivate us in our efforts to continue delivering the best customer service and quality - 24 hours a day, 365 days a year.
swica.ch/customer-satisfaction

THE RATE BASED ON YOUR AGE WHEN YOU JOIN REMAINS UNCHANGED FOR LIFE
The SWICA rate based on age at enrolment rewards your loyalty by factoring in the length of time that you have been insured with SWICA. This means that you can keep your outgoings to a minimum, even in old age, and still enjoy the best possible insurance cover.
swica.ch/enrolment-age-rate

WORLDWIDE CUSTOMER SERVICE AND TELEMEDICINE AROUND THE CLOCK
SWICA is always there to provide you with professional and personal advice. Our phone-based customer service and the santé24 telemedicine service are available 24 hours a day, 365 days a year.
swica.ch/contact-form

SAVINGS THANKS TO NUMEROUS PARTNERSHIPS
Thanks to the partnerships with numerous businesses and associations, their employees and members enjoy group discounts on supplementary insurance plans plus annual sports contributions and preferential offers.
swica.ch/optimise
PERSONAL SUPPORT IN THE EVENT OF ILLNESS OR ACCIDENT
As your health partner, SWICA is committed to ensuring that you receive quick, professional and, above all, personal support in difficult times. The services on offer include support from experienced care managers and reliable childcare or domestic help in the event of illness or accident.

swica.ch/personal

BENEVITA: DIGITAL HEALTH COACH WITH BONUS PROGRAMME
We assist you in adopting a healthy lifestyle and reward you for doing so. Collect points with the BENEVITA app, learn about health topics and enjoy attractive offers and a discount on the COMPLETA TOP and HOSPITA supplementary insurance plans.

swica.ch/benevita

GENEROUS CONTRIBUTIONS FOR HEALTH PROMOTION AND PREVENTIVE HEALTHCARE
SWICA rewards personal fitness and health promotion activities in the areas of exercise, nutrition, relaxation and wellbeing (e.g. fitness, sports associations, dance classes, nutritional advice, spas and saunas) with attractive contributions.

swica.ch/healthpromotion

MYSWICA: MANAGE YOUR INSURANCE DIGITALLY
The mySWICA customer portal enables you to submit invoices digitally and provides an overview of your insurance cover at all times. You can also communicate easily with Client Services via your smartphone or computer thanks to the integrated messaging function. And you can make changes (e.g. a change of address) quickly and simply.

swica.ch/myswica

EQUAL CONSIDERATION OF CONVENTIONAL AND COMPLEMENTARY MEDICINE
SWICA believes that conventional medicine and complementary medicine can be combined to good effect. Anything that benefits your health is positive. That’s why SWICA supports complementary therapy methods and puts them on an equal footing.

swica.ch/complementary-medicine

BENECURA: DIGITAL HEALTH CONSULTATION WITH SYMPTOMCHECK
If you feel unwell, the BENECURA app will guide you through the SymptomCheck process. The result is a personal recommendation about what to do next. And you can always rely on the 24-hour telemedicine services provided by santé24. Thanks to the integrated health dossier you can store your documents and, where appropriate, share them securely with doctors.

swica.ch/benecura

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swica.ch/benecura
HOME NANNY

THE HOME NANNY SERVICE INCLUDES
› Comprehensive needs-oriented childcare provided by a qualified and experienced caregiver
› A personal home nanny who is available within hours
› Care for your child at your home

HOW YOU BENEFIT
› Your child is between the ages of 4 and 15.
› You will enjoy a lower hourly rate if you have purchased a HOSPITA hospitalisation insurance plan or an INFORTUNA accident insurance plan with medical expenses cover. You will also receive a refund, depending on the type of cover you have.

THIS IS HOW IT WORKS
Whenever you need assistance, you contact SWICA Client Services on 0800 80 90 80 (24 hours a day). Contact details will be taken and our partner, Callyandi, will contact the insured persons within two hours. Callyandi will organise a qualified and experienced caregiver for you anywhere in Switzerland. Your home nanny will discuss your individual requirements with you.

HOME ATTENDANT

THE HOME ATTENDANT SERVICE INCLUDES
› Trustworthy and experienced home attendants
› Taking care of pets, watering plants and emptying the letterbox
› Grocery shopping before you return
› Other services as needed

HOW YOU BENEFIT
If you have purchased a HOSPITA hospitalisation insurance plan or an INFORTUNA accident insurance plan with medical expenses cover, you will also receive a refund on the Home Attendant service in accordance with your cover.

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Whenever you need assistance, you contact SWICA Client Services on 0800 80 90 80 (24 hours a day). Contact details will be taken and our partner, Callyandi, will contact the insured persons within two hours. Callyandi will organise a qualified and experienced caregiver for you anywhere in Switzerland. On request, your home attendant will then stop by your house for instructions and to pick up the keys before you are admitted to the hospital or spa.
GOOD TO KNOW

SWICA SERVICES FOR YOU.

RECOMMEND SWICA AND RECEIVE 100 FRANCS
Are you a satisfied SWICA customer? Then let other people know. Your recommendation pays off twice over. Your friends and acquaintances will enjoy first-class service and attractive premiums, and you will be rewarded with 100 francs for every successful recommendation. swica.ch/recommend

ACTIVE4LIFE OFFERS FOR SWICA CUSTOMERS
There are lots of day-trip destinations and offers for you to discover. Thanks to around 100 active4life preferential offers, SWICA customers enjoy a range of discounts from partners in the fields of nutrition, health, sport and wellness. swica.ch/active4life

DIGITAL, SECURE AND ALWAYS AVAILABLE
› mySWICA: manage your insurance digitally
› BENEVITA: digital health coach with bonus programme
› BENECURA: digital health consultation with SymptomCheck
swica.ch/app

THERE FOR YOU, 24 HOURS A DAY, 365 DAYS A YEAR.
Phone 0800 80 90 80 / swica.ch