

A man with a beard is looking down at a young girl. He is holding a small, white, round medical device with a screen that shows a heart icon and some text. The girl is looking up at the device with a curious expression. The background is a warm, indoor setting with wooden paneling.

FAVORIT BESTCARE

INFORMATION FOR HEALTHCARE INSURANCE CUSTOMERS.

BECAUSE HEALTH
IS EVERYTHING

SWICA

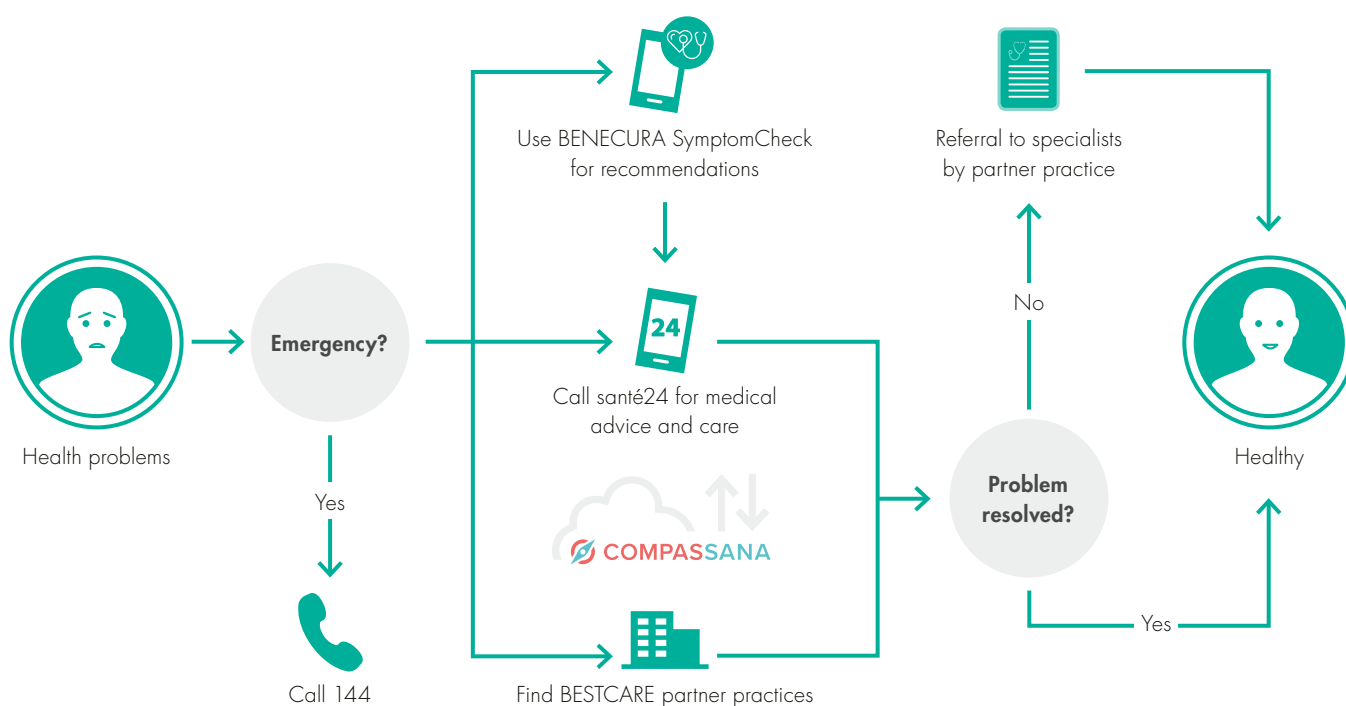
FAVORIT BESTCARE: THE INTEGRATED BASIC INSURANCE MODEL.

With FAVORIT BESTCARE, you have chosen a preferred type of mandatory healthcare insurance with comprehensive cover.

With BESTCARE, you get an attractive discount on your premiums and benefit from a reduced deductible. SWICA can offer you especially low premiums because of your preference for economical treatments and your responsible use of medical services. Specifically, this means that the following conditions are part of your insurance contract.

HOW FAVORIT BESTCARE WORKS

- › You contact the santé24 telemedicine service on +41 44 404 86 86 or visit a BESTCARE partner practice directly whenever you experience a health problem. Alternatively, you can also use SymptomCheck in the BENECURA app, where you will receive a recommendation based on your answers to some questions.
- › If your health problem can't be fully resolved in this way, santé24 or your doctor at the BESTCARE partner practice will refer you to a specialist.
- › Persons insured under BESTCARE are provided with a TytoHome device free of charge, which can be used by santé24 during consultations as a diagnostic tool and for treatment recommendations.
- › The Compassana app is used to manage the exchange of data between BESTCARE service providers and thus ensure integrated care.



QUESTIONS AND ANSWERS.

WHERE CAN I FIND THE DIRECTORIES?

You can find the practice directory online at: swica.ch/directories

If you cannot access the digital directories, 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 HAVE TO CONSULT THE BENECURA SYMPTOMCHECK, A BESTCARE PARTNER PRACTICE OR SANTÉ24?

- › In emergencies
- › Children up to the age of 18 can be treated by paediatricians without referral
- › Appointments with eye doctors or gynaecologists
- › Before receiving treatments in connection with consultations as agreed on with BESTCARE partner practices or santé24
- › 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 persons from FAVORIT BESTCARE 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

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

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