



Insurance provisions

Amendments for 2017 version

(The amendments will not lead to any reductions in benefits for policyholders)

basic

4 casamed variant

4.3 General benefit conditions

Benefits are provided by casamed basic if they are administered or arranged by the doctor whose details have been provided to the insurer by the insured person (casamed family doctor) or the service provider prescribed by the insurance model (casamed pharm).

For all casamed options, the insured person must always first consult the service provider indicated or prescribed by the model in the event of any medical issues or problems.

The insurer may approve telemedical institutions and pharmacies as well as family doctors as initial casamed contacts.

4.4 Exceptions

4.4.1 Ophthalmologists, gynaecologists, dentists and paediatricians

The cost of treatment by these specialist doctors will be reimbursed without the need for advance consultation of the registered doctor or prescribed service provider.

The insurer is authorised to limit the choice of these doctors. The health insurance may apply an age limit for treatment by paediatricians.

4.6 Procedure

4.6.1 Details of doctor or telemedical institution

The insured person provides the details of a doctor of their choice for the casamed family doctor model.

For the other models, the insured person contacts the telemedical institution or pharmacy prescribed by Sympany. These models exclude initial contact with any service providers other than the telemedical institution or pharmacy (see 4.4 for exceptions).