

Practical tips on using the new card

Usage instructions for the new insurance card

1. Presenting the card

Please take your personal health insurance card with you when you next visit your doctor, pharmacy, hospital, etc. in Switzerland or abroad. It makes the administrative invoice processing with Vivao Sympany easier. By presenting the card, you can avoid additional administrative work and help to save costs.

2. Verlust

Please store the **insurance card** along with the **information sheet** and the **card holder** in a safe place. Take care to avoid damaging the card, the magnetic strip and the microchip. Should you lose the insurance card, please report the loss immediately to Vivao Sympany, who will then block the card and arrange for a replacement card to be delivered. If you do lose your card, you will have to have your emergency medical data saved again by your doctor or at the hospital. Upon termination of the insurance contract, please send the insurance card back to Vivao Sympany where it will be disposed of.

3. Data

Please note that upon dispatch by Vivao Sympany, the microchip on the insurance card only holds administrative data (see page 1 of information sheet). The magnetic strip only holds the card numbers for the relevant code scanners, which facilitates rapid and error-free processing of invoices with your doctor, pharmacy, hospital, etc.

4. Blocking data

The new insurance card can be used to check card validity and to ascertain your insurance plan. You may request that this electronic information be blocked by writing to Vivao Sympany upon receipt of the insurance card. This will however result in this information not being able to be retrieved or verified during the registration of new patients by doctors, pharmacies

and hospitals. Using the card to purchase medication as an alternative to paying by cash will also not be possible.

5. 24h international emergency helpline

Please dial the emergency and assistance telephone number on the front side of the insurance card if you have a **medical emergency abroad**.

6. Saving emergency medical data (optional)

If you would like to add your emergency medical data (allergies, blood group, etc.) to the administrative data, ask for this to be done during your next visit to the doctor. He is authorised to do so, can save these emergency data onto the card at your request and, if you wish, also protect them with a PIN. If your PIN is entered incorrectly five times, the card's PIN functionality shall be blocked. You can reactivate the PIN functions by entering the PUK code (see the card holder) we sent you along with the card. If you have lost your PUK code, please notify Vivao Sympany, who will then arrange for a new card with a new PUK code to be delivered.

7. Different insurers

If you have taken out basic and supplementary insurance policies with different insurance companies, you must present the doctor, pharmacy or hospital with the insurance cards of both insurers.

8. Questions?

If you have any further questions, please contact our hotline:
Switzerland: 0800 455 500 (free of charge)
International: 0041 800 455 500 (subject to charge)