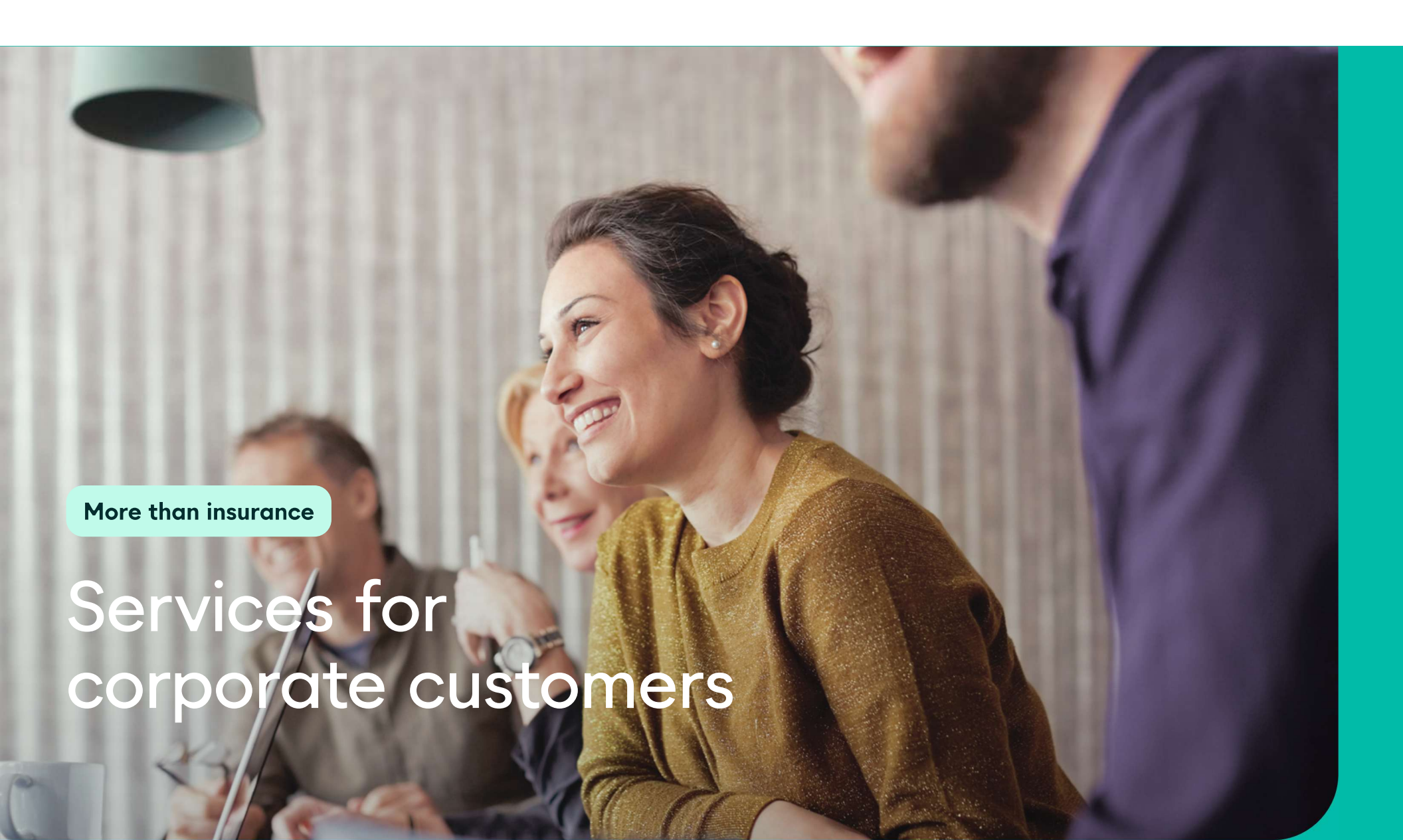


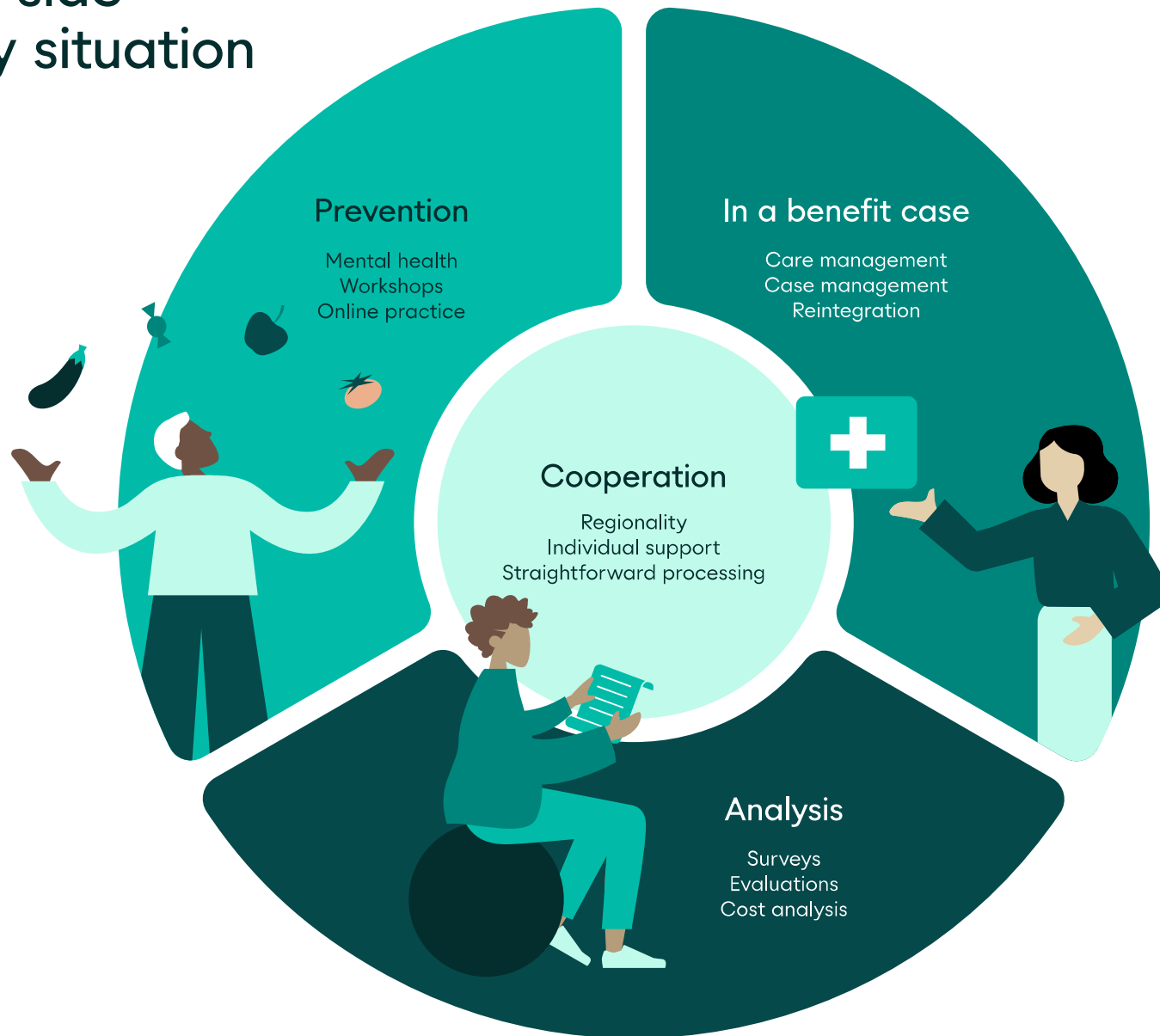
A photograph of a group of people in a meeting. A woman in a gold sweater is smiling and looking at a laptop screen. Other people are visible in the background, also looking at the screen. The image is set against a teal background.

More than insurance

Services for
corporate customers

SWICA

At your side –
in every situation





Partnership in action

We understand cooperation as a partnership between equals. Clear agreements, fixed contact persons and reliable structures provide direction in everyday activities and form the basis for long-term collaboration.



Regional contact persons

Personal support from regional contact persons who are familiar with the customer structure and the environment.

What we offer

- Permanent contact persons
- Short decision-making paths and direct communication
- Coordination of relevant concerns

How you benefit

- Proximity and continuity
- Fast response times
- Reduced workload for HR and managers



KLE – Digital case processing

Thanks to KLE (Customer-integrated Service Process from Claim to Provision), all benefit cases can be processed completely digitally.

What we offer

- Process benefit cases from start to finish directly in payroll software
- Directly transmit documents such as certificates of incapacity for work
- Secure communication channel via KLE

How you benefit

- No manual data entry
- More efficiency
- Save time in day-to-day business



Service Level Agreement (SLA)*

Binding definition of cooperation, benefits and responsibilities. Transparent, clear and based on partnership.

What we offer

- Definition of benefits, service levels and processes
- Specification of clear roles, responsibilities and escalation routes
- Regular review and continuous development

How you benefit

- Reliability and planning certainty
- Clear expectations on both sides
- Transparent collaboration

*For companies with more than 200 employees



Overview of services

Cooperation & control

Cost

KLE – digital case processing	Completely digital service delivery	Included ✓
Regional, personal contacts	Personal on-site support	Included ✓
Service Level Agreement*	Binding service agreement	Included ✓
Annual evaluation meetings*	Joint position assessment	Included ✓
Kick-off meeting*	Structured start of cooperation	Included ✓

Legal & information

Free telephone legal advice	Initial legal guidance	Included** ✓
Service overview	Overview of all important contact points and information	Included ✓

Knowledge & skills

HR process/specialist training	SWICA training for HR teams	Included ✓
Various documents for HR professionals	Templates & information material	Included ✓
Business blog	Subject-specific insights & updates	Included ✓

All services can be combined and implemented according to need.

*For companies with more than 200 employees

**Up to five free legal advice calls



Health promotion

We understand prevention as early and collaborative action. With our targeted offers health promotion offerings, we help companies and employees to recognise and prevent stress in good time.



Mental health services

Holistic support to promote mental health in the workplace.

What we offer

- Preventive care management
- Access to psychological counselling by phone
- Helplines and conflict counselling for employees and trainees

How you benefit

- Early detection and intervention for mental health problems
- Low-threshold access to support
- Reduced absenteeism



Lectures, workshops & medical services

Practical information and awareness-raising on health and capacity for work.

What we offer

- Lectures and workshops for managers and teams
- Medical information and prevention services
- Raising awareness of stress factors

How you benefit

- Improved health literacy
- Preventive effect in everyday work
- Awareness among managers



santé24 online practice

Digital medical advice and treatment – easily accessible from anywhere.

What we offer

- Initial medical consultation and assessment around the clock
- Treatment as needed
- Coordination and referral to appropriate services

How you benefit

- Rapid medical assessment and support
- Reduced workload for HR
- Increased personal responsibility



Overview of services

Mental health

Cost

Preventive care management	Early support in the event of health problems	Included ✓
Job-Balance	Early intervention for existing psychological symptoms	CHF 190/hour +
Helpline for employees & trainees	Emergency help in dealing with mental health problems at work	Flat rate +
Mental Health Code	Guidelines for the structured management of mental health in the workplace	Flat rate +
Conflict counselling in the workplace	Support in the event of conflicts in the work environment	CHF 190/hour +

Advice & health promotion

Lectures and workshops	Awareness-raising and knowledge transfer	Flat rate +
OHM advice	Strategic advice in occupational health management	CHF 190/hour* +
Telephone advice for managers/advice for employers	Help with management and HR questions relating to employees with mental health problems	Flat rate +
Medical services	Complementary medical preventive services	Flat rate +

Services & tools

santé24 online practice	Telemedicine advice and treatment	Included** ✓
Prevention posters	Awareness-raising material for the business	Included ✓
Package solutions for SMEs	Packaged prevention offers specifically for SMEs	Flat rate +

All services can be combined and implemented according to need.

*plus cost of analysis

**For a consultation with the santé24 medical team, a co-payment is payable by the patient or his/her basic insurance.



Supporting people

We see benefit cases as a situation that requires structure, experience and proximity. With coordinated support, clear responsibilities and interdisciplinary coordination, we create certainty and clear direction – for companies and employees.



Care Management

Holistic support of employees with complex health issues – from the initial assessment to a sustainable return to work.

What we offer

- Consistent support throughout the entire process
- Coordination of everyone involved behind the scenes
- Close coordination with HR and managers

How you benefit

- Structure and clear direction in challenging situations
- Reduced workload for HR and managers
- Lasting stabilisation of capacity for work



Regular case reviews

Structured case reviews provide clarity in complex situations and enable coordinated decisions in benefit cases.

What we offer

- Regular review of ongoing cases
- Joint assessment and next steps
- Coordination between company, medical team and insurance

How you benefit

- Clear decisions and direction
- Reduced workload for HR and managers
- Transparent support in complex cases



Medical network

Access to a broad-based network of health professionals and specialised centres for the assessment of capacity for work.

What we offer

- Involvement of appropriate medical specialists
- Support with assessments and recommendations
- Linking of medical and business perspectives

How you benefit

- Thorough medical assessments
- Quality and neutrality
- Reliable decision-making basis for all parties involved



Overview of services

Core services

Cost

Care management	Holistic support incl. structured case coordination	Included ✓
Care Management Plus	Holistic support at customer's request, if low reintegration potential according to the SWICA-process	CHF 190/hour +

Support & coordination

Personal contact person for case management	Fixed contact person throughout the entire process	Included ✓
Regular case reviews	Coordination of all relevant parties involved	Included ✓
Initial consultation by telephone	Initial assessment and structuring of the situation	Included ✓

Medicine & treatment

Medical network	Involvement of medical specialists	Included ✓
Examination of work-related incapacity	Professional assessment in a work setting	Included ✓
Psychological/psychiatric treatment	Psychotherapy for mental health issues by phone	According to PsyTarif* +

Law & reintegration

Insurance case management	Clarification of legal issues in case management	Included ✓
Coaching for re-entry	Support for sustainable re-entry	Included ✓

All services can be combined and implemented according to need.

*Billing via the patient's health insurance



Gain clarity

We see analysis as the basis for well-informed decisions. Structured evaluations and clear key indicators create transparency and help to classify developments and manage them effectively.



Surveys & insights

Structured surveys on relevant topics in the company.

What we offer

- Conducting of employee and thematic surveys
- Assessment of challenges and needs
- Evaluation and interpretation

How you benefit

- Clear insights
- Early identification of action fields
- Sound basis for decision-making



Individual & standardised evaluations

Preparation of relevant benefit and contract data.

What we offer

- Creation of standardised reports
- Performance of needs-based individual analyses
- Comparability and transparency

How you benefit

- Overview of key indicators
- Key findings for management
- Time saving



Absenteeism cost calculator

Tool to assess the economic impact of absences.

What we offer

- Calculation of absenteeism costs
- Raising awareness of interrelationships
- Support in building an argument

How you benefit

- Awareness of cost implications
- Support for prioritisation
- Basis for deciding on measures



Overview of services

Standardised evaluations

Cost

Standardised presentation of performance data (OHM)	Reporting of KPIs enables comparison	Included ✓
Standardised evaluation of contract data (profitability)	Analysis of contract structure and cost structure	Included ✓

Individual analyses

Individual evaluation of performance data	Customer-specific performance analysis	CHF 190/hour +
Individual evaluation of contract data	Detailed contract analyses on profitability	CHF 190/hour +
Individual evaluation of stress factors	Analysis of psychological stressors	Flat rate +
Individual evaluation requests for physical stressors	Analysis of physical workload	Flat rate +

Tools

Absenteeism cost calculator	Calculating the economic impact of absences	Included ✓
Surveys on various topics in the company	Structured employee surveys	Flat rate +

All services can be combined and implemented according to need.

All services at a glance



Cooperation	Prevention	In a benefit case	Analysis
Regional contacts ✓	Preventive care management ✓	Care management ✓	Standardised presentation of performance data (OHM) ✓
KLE – digital case reporting ✓	santé24 online practice ✓	Insurance case management ✓	Standardised evaluation of contract data (profitability) ✓
Service Level Agreement (SLA)* ✓	SWICA prevention posters ✓	Personal contact person ✓	Absenteeism cost calculator ✓
Annual evaluation meetings* ✓	Lectures and workshops +	Regular case reviews ✓	Individual evaluation of performance data +
Kick-off meeting* ✓	OHM advice +	Initial telephone assessment ✓	Individual evaluation of contract data (profitability) +
Service overview ✓	Job-Balance +	Medical network ✓	Individual evaluation of stress factors +
Free telephone legal advice ✓	Medical services +	Examination of workplace-related incapacity ✓	Individual evaluation of physical stressors +
HR process/specialist training ✓	SME packages +	Coaching for re-entry ✓	Surveys +
Documentation for HR professionals ✓	Conflict counselling at work +	Care management Plus +	
Business blog ✓	Mental Health Code +	Psychological/psychiatric treatment +	
	Telephone advice for managers/employers +		
	Helpline for employees & trainees +		

All services can be combined and implemented according to need.

*For companies with more than 200 employees

Find out more: [swica.ch/companies](https://www.swica.ch/companies)

Working together for healthy and efficient companies

SWICA supports you as a partner – with experience, proximity and a holistic view of health and work.

With around 50 locations throughout Switzerland, we provide personal, on-site support and have first-hand knowledge of the challenges our customers face. We regard our advisory services as a collaborative dialogue and work with you to develop sustainable solutions.

Advice & contact persons

Personal advice for your individual situation – on site or online.

[Request advice](#)

[Find a contact person](#)



Solutions & offers

Our insurance and healthcare solutions for businesses at a glance.

[Discover product solutions](#)

[Group benefits](#)



Knowledge & insights

Specialist articles and insights on health and work – from OHM to care management.

[Discover Business Blog](#)

[OHM in detail](#)



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already satisfied SWICA customers.

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[swica.ch/companies](https://www.swica.ch/companies)

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