

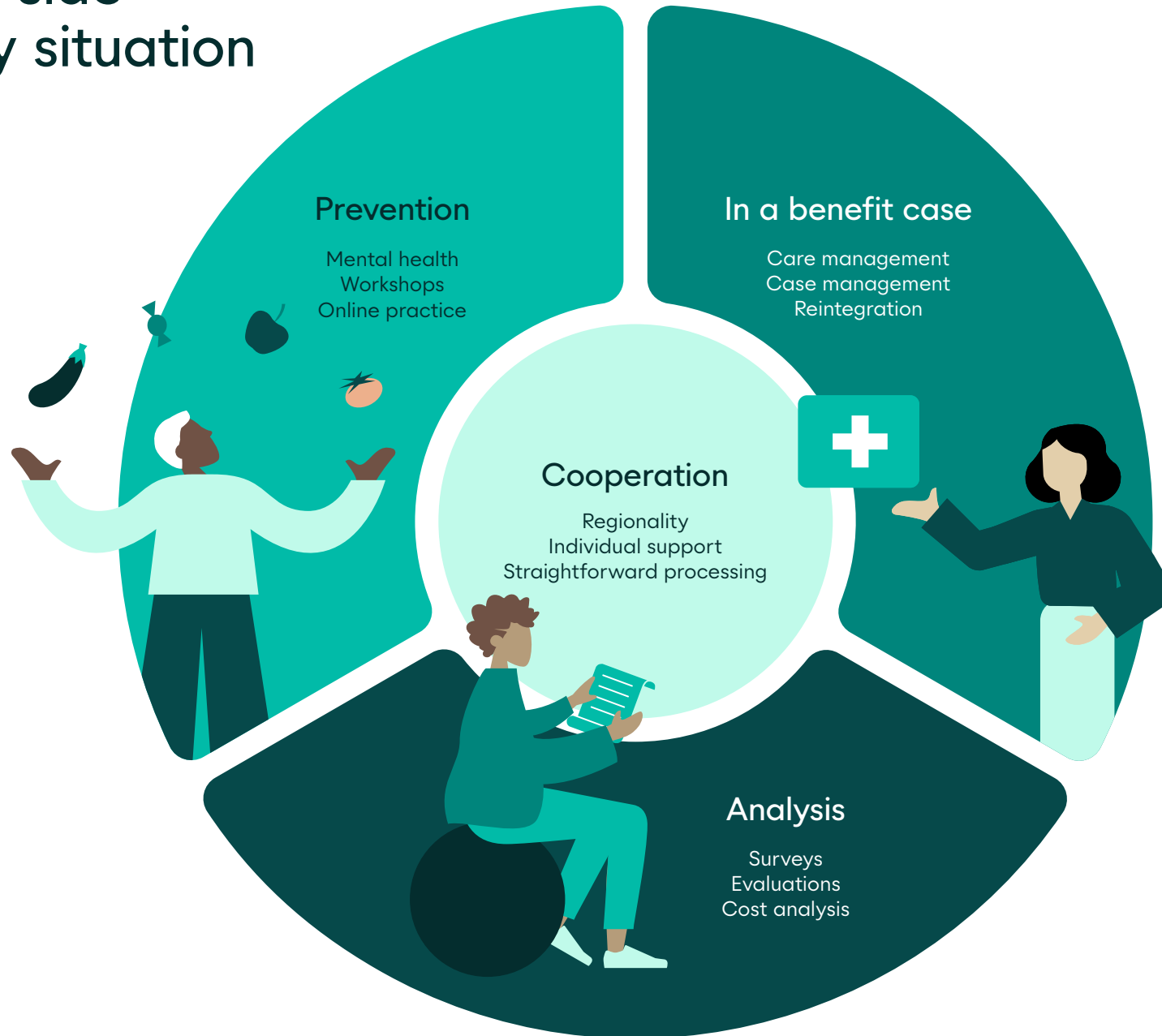
A photograph of a group of people in a meeting. A woman in a gold sweater is smiling and looking at a laptop screen. Other people are visible in the background, also looking at the screen. The image is partially covered by a teal gradient at the bottom.

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* + |

## Clarification of insurance matters

|                           |                                                  |            |
|---------------------------|--------------------------------------------------|------------|
| Insurance case management | Clarification of legal issues in case management | 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 +                            | Care management Plus +                        | Surveys +                                                  |
| Documentation for HR professionals ✓ | Conflict counselling at work +            | Psychological/psychiatric treatment +         |                                                            |
| Business blog ✓                      | Mental Health Code +                      |                                               |                                                            |
|                                      | 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](#)



More than 30,000 companies are  
already satisfied SWICA customers.

Join us.

### General contact

Central point of contact for companies and their concerns

**T: +41 58 800 99 33**

**[Go to contact form](#)**

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Römerstrasse 37  
8400 Winterthur

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

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Information and services for our sales partners

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### For existing customers

Direct access to key services

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santé24 online practice

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