aquilana
Gesundheit für Generationen

A guide to your personal Aquilana insurance card

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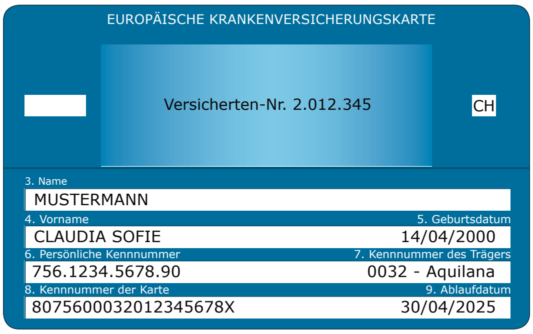

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1 Aquilana insurance card
Compliant with statutory requirements.

2 Aquilana address
Contact details enabling you to reach us during our business hours. Monday to Friday, 8.00 am to 4.30 pm (continuous)

3 Microchip
The administrative data described under item 5 on the card are stored on the microchip. This enables the service provider (doctor, hospital, pharmacy) to retrieve the latest data together with insurance and cover information via an online service.

4 +41 56 203 44 88 – 24-hour medical advice service and emergency call centre
You can obtain medical advice round the clock on this number.

If you are in Switzerland (24/7): medical advice by Medgate – free of charge for OKP (Standard) or CASAMED insurees.

If you are abroad (24/7): Medicall emergency call centre for medical emergencies – free of charge for all Aquilana basic insurees (OKP, CASAMED and SMARTMED) and also for PLUS, TOP, SV supplementary insurance or travel insurance holders.

5 Personal particulars
These are used for personal identification (including 13-digit AHV or social insurance number). These particulars are also stored on the microchip.

6 Insured person's number
A further personal identification number for contacts with Aquilana.

7 Proof of insurance in Europe
This card provides evidence of insurance for the treatment of medical emergencies during travel in EU or EFTA countries.

8 myAquilana virtual insurance card (VICARD)
A virtual version of the Aquilana insurance card is also available. The myAquilana app stores all the insurance cards of the whole family in virtual form. You will find the VICARD in the app under the "Card" heading on the summary page showing your present insurance cover. You can present the VICARD or barcode to the medical service provider in order to register. If the service provider has generated a QR code, you can take a photo of it using the VICARD and so register conveniently, quickly and securely (similar to the TWINT payment app). You can also find the latest information at any time at www.vicard.ch (in German/French only).

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Information about use of the insurance card

Insurance card

1. All customers holding basic insurance receive the physical insurance card with a magnetic stripe and a microchip. The European insurance card will be found on the back. The microchip card is part of the Swiss e-health strategy and legally governed by the Insurance Card Ordinance (VVK). When the insurance card is issued, only the administrative data are stored on the microchip; these data are also printed on the card itself and needed for billing purposes. Registered myAquilana users can consult a virtual version of the insurance card on the myAquilana app.

Using the insurance card

2. Please use your personal physical insurance card when you next visit a medical service provider (doctor, pharmacy, hospital, etc.) in Switzerland or abroad to facilitate administrative settlement with Aquilana. The service provider must quote the card number and AHV or social insurance number when issuing his bill. If the card is not presented and this causes extra administrative work for billing purposes, Aquilana may charge the extra costs incurred to the insured person. Users of the myAquilana app may present the VICARD or barcode to the medical service provider in Switzerland in order to register. If the service provider has generated a QR code, you may take a photo of this code with the VICARD to register conveniently, quickly and securely. If the service provider does not have the necessary software, you may also ask for the barcode on the VICARD to be scanned. The VICARD may be used in medical practices, hospitals and pharmacies which have the necessary technical equipment for this purpose (QR code/barcode reader). The virtual insurance card is a useful supplement to the Aquilana physical insurance card. The physical card remains legally binding. You can also find the latest information at any time at www.vicard.ch (in German/French only).
3. If you have taken out supplementary insurance with a different insurer, you must mention this to the service provider or show the insurance card supplied by the supplementary insurer.

Contact data and telemedical service

4. On the front of the physical insurance card you will find contact data for our customer service and the telephone number of Aquilana Assistance 24h, Aquilana's medical emergency call number which can be reached from anywhere in the world.
5. Aquilana Assistance 24h is an advice service in Switzerland and abroad.
   If you are in Switzerland: Medgate doctors advise you round the clock by telephone on healthcare matters. Free of charge for OKP (Standard) or CASAMED insurees.
   If you are abroad (in an emergency): Medicall AG, Brüttisellen, provides 24/7 immediate assistance in medical emergencies. Free of charge for all Aquilana basic insurees and also for PLUS, TOP, SV supplementary insurance or travel insurance holders.
6. Always contact Medicall if you suffer a medical emergency abroad. Medicall gives initial medical advice and coordinates medical treatment all over the world.

Information contained on the insurance card

7. When the physical insurance card is supplied by Aquilana, its microchip only contains the administrative data that are also printed on the card (surname, first name, gender, date of birth, AHV or social insurance number, card number, insurer's name).

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Online service for data retrieval by service providers

8. By means of the physical insurance card, the medical service provider can retrieve current administrative data and any information about the insured person and cover via an online service. That enables the card validity to be checked and the existing insurance cover determined. If you wish to block this electronic retrieval service, you must do so by making a written request to Aquilana within 30 days of receipt of the insurance card.

9. If the retrieval service is blocked, the service provider cannot retrieve the administrative data and insurance cover and is unable to verify those details when registering a patient. In addition, the cashless procurement of medicines will not be permitted in pharmacies nor will their electronic billing. In other words, you will have to prepay medicines obtained from pharmacies.

Microchip to store medical emergency data

10. If you have forgotten your PIN code, you may reset it using the PUK code and set a new PIN code. If you have lost your PUK code, please report this to Aquilana. Aquilana will arrange for you to receive a new PUK code.

Duty of care

11. Please keep the physical insurance card and our letter with the printed PUK code carefully and do not damage the card and microchip.

12. Please report any loss of the card to us without delay. Aquilana will block the card and send you a replacement card. Aquilana reserves the right to bill you reasonably for the replacement of an unexpired card and/or for a PUK code.

13. The insured person has a duty of care for the data contained and additionally stored on the insurance card and is responsible for protecting his or her data. By handing over the insurance card or entering the PIN code, the insurance holder authorises the service provider to consult their own data stored on the insurance card.

14. If confidential emergency data are lost because of card loss or careless or inappropriate handling of the insurance card or if such data are disclosed to unauthorised third parties as a result, Aquilana declines all responsibility and liability.

Card validity and rules on use

15. The physical insurance card has an expiry date which is printed on the card.

16. If the insurance relationship is terminated, the insured person is responsible for proper destruction of the insurance card and of the data stored on the microchip. The insurance card may no longer be used once the insurance relationship has ended.

17. Aquilana reserves the right to amend these instructions for use at any time. Changes will be notified as and when appropriate.

Our customer service will be happy to answer your questions. You will find further information at www.aquilana.ch (in German only).