



Insurance premiums 2020

The myAquilana app and online portal solution keeps Aquilana as attractive as ever

Despite another relatively steep rise in healthcare costs, premium adjustments for basic insurance with Aquilana remain highly satisfactory, thanks to our prudent long-term financial policy (reserves/provisions). What is more, there will be no inflation-linked price increases on our supplementary insurance policies across the board, with the exception of TOP healthcare insurance. And we are of course doing everything possible to make certain that you continue to feel secure and well looked after with us next year.

As already reported in the August edition of our "info" customer news, the bright cost trend horizon seems to have paled again somewhat. After santésuisse calculated the latest cost trend in healthcare in June 2019 at an increase of some 3 % both this year and next, the Swiss Economic Institute at ETH Zurich (KOF) in its latest forecast announced relatively steep cost growth in compulsory healthcare insurance (OKP) of 3.32 % for the year 2019 and 3.05 % for 2020; these compulsory healthcare costs had remained practically flat in 2018. The biggest OKP cost drivers are outpatients' benefits followed by inpatient hospital care and pharmaceuticals issued by pharmacies, doctors and hospitals (see chart on page 2).

The finding that our country has an expensive, complex but also highly efficient healthcare system is surely not open to question. But hardly a week goes by without the media publishing more reports about new ways of holding costs down. Both the Federal Council and the main political parties are presenting reform initiatives and projects at increasingly short intervals with a view to counteracting the growth dynamic on both the supply and demand sides. However, success – by which we mean effective cost stabilisation measures – has not yet been achieved on a consistent basis. In order to hold cost increases down in the OKP sector, the Federal Department of Home Affairs (FDHA) is implementing a cost curtailment programme based on an expert report. The Federal Council hopes in this way to relieve the burden, in particular on premium payers and taxpayers, and is therefore continuing its "Healthcare2020" strategy. On 21 August 2019, the Federal Council adopted the explanatory statement about the first package of nine measures with adjustments to the Federal Health Insurance Act (KVG) and similar actions in the other social insurance branches. The intention is to introduce a second package of measures for a partial

review of KVG in early 2020. However, the Federal Council's cost reduction measures can have no more than a limited influence on quantitative growth. The demographic trend (the number of persons over the age of eighty in Switzerland will more than double by 2045) as well as technical advances in medicine are factors that cannot really be influenced. We must therefore expect constant cost growth in the healthcare system to continue in future. There is good reason to question the effectiveness of the first reform steps to have been adopted. KVG Act and its revision are therefore set to remain on the political front burner.

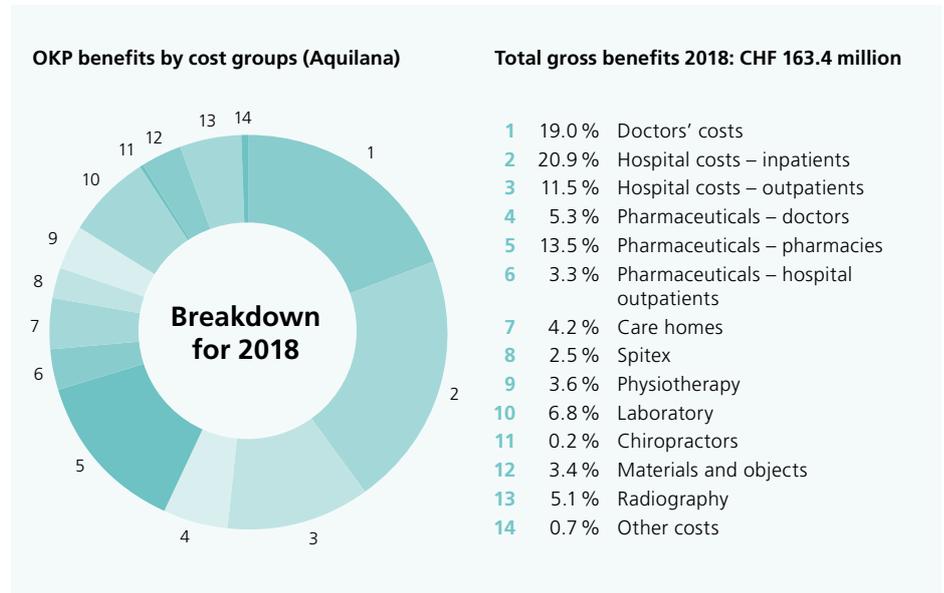
Aquilana is able to announce a record-low basic insurance premium round for its insured members. The reasons: as had been the case in 2017, benefit costs again rose by less than the forecast figure also in 2018. The ensuing surpluses enabled our reserves and provisions and hence our solvency to be significantly increased. The result for the present financial year is again expected to be satisfactory. Consequently, Aquilana's strong financial fundamentals enable an advantageous tariff round to be adopted for a majority of our insured members in 2020.

The Federal Office of Public Health (FOPH) has reviewed our tariff proposals and hence the premiums for basic insurance (OKP/CASAMED) applicable from 1 January 2020. The adjustments have been approved by the FOPH and some of them even imposed in this amount. There will be no increases in many tariff regions; some will see tariff reductions while just a few will experience moderate premium growth, mostly due to real cost increase. The bandwidth of premium adjustments in OKP insurance, having regard to cost differences between the individual cantons, will be in the -2 % to 3 % range (this applies to the tariff for adults above the age of 26 and with a statutory minimum excess of CHF 300).

While there will be zero tariff rounds in many tariff regions (BE, BL, BS, FR, GE, LU, NE, NW, OW, SG, SZ, UR, VD, VS and ZG), our insured members in the cantons of SH, SO, TG and ZH will benefit from tariff reductions. In just seven cantons (AG, AI, AR, GL, GR, JU and TI), premium increases of between 1 % and a maximum

of 3 % will be needed. In its base cantons, Aquilana will be able to consolidate its very good premium positioning with a tariff adjustment of 1 % in the canton of AG and a reduction of -1 % in that of ZH. OKP premiums for our insured members in the EU Member States will not be increased

either. On the contrary: the basic tariff for our insured members residing in Germany will be reduced by 2 %. The seven other EU countries which we also cover (AT, ES, FR, GB, IT, NL and PT) will benefit from a zero tariff round.



Why may my basic insurance premium nevertheless rise by more than average?

Because of your personal insurance circumstances – age group, choice of annual excess, CASAMED general practitioner model, with or without accident cover – the tariff adjustment may fluctuate very widely and differ from the percentage guide figures quoted earlier. Other factors liable to influence premiums are as follows:

OKP/CASAMED: change of age group.

Because of the KVG Act provisions, a very high premium increase is imposed when you move up to a higher age group. Insured persons born in 2001 will be newly allocated to the 19–25 age group with effect from 1 January 2020. At the same time, in the case of insurance with an elective excess, a reallocation to the equivalent adult excess level will be made automatically. As a result, the personal cost risk in benefit cases increases fivefold. A substantial tariff increase will also apply to insured

persons born in 1994 because of their reallocation to the above-26 age group.

Attractive OKP/CASAMED discount to relieve the burden on families remains unchanged. Children up to the age of 18 and insured persons in the 19–25 age group will continue to enjoy the following premium reductions in 2020. This figure is quoted in comparison with the premium for adults above the age of 26:

- 75 % for children up to the age of 18 (already incorporated into the premium)
- 20 % for adults aged between 19 and 25 (already incorporated into the premium)

Change of discount for the CASAMED general practitioner model. Our insured members subscribing to the CASAMED general practitioner model will escape an extra premium rise as there will be no dis-

count reductions. In ten cantons, persons holding CASAMED insurance will even benefit from a bigger premium reduction: 1 % higher discount in the cantons of AG, LU, NW, SH, SO, SZ, UR, VS, ZG and ZH. Depending on the tariff region, the bandwidth of the discount rate will now be between 7 % and a maximum of 11 %.

Zero tariff round for most supplementary insurance policies and no premium increase for the daily allowance.

For all our supplementary insurance policies with the exception of TOP healthcare insurance, existing premiums will remain unchanged again in 2020 (see “info” customer news, August 2019 edition). Your premiums for supplementary insurance policies will only increase as of 1 January 2020 if you have to be assigned to a higher age group because of your effective age. Premiums for the voluntary daily allowance insurance (insurance against loss of salary) will remain stable again next year.

Important information for you

Your personal insurance premium is shown on the enclosed insurance policy which is valid from 1 January 2020. Please check this carefully and let us know any corrections without delay. At the same time, may we ask you to keep your personal insurance policy securely at all times in case you need the document later, e.g. as evidence to benefit from potential premium reduction contributions. Thank you very much!

If you would like to change your existing insurance cover with effect from 1 January 2020 (e.g. different excess, application for new supplementary insurance, inclusion or exclusion of accident cover in your basic insurance, change to the CASAMED general practitioner model), please let us know your desired changes in writing without delay, but no later than by 30 November 2019 – or make the changes easily and conveniently yourself online at www.aquilana.ch ► SERVICE. Insured members who change their payment intervals and so wish to benefit from generous discounts are also kindly asked to let us know by 30 November 2019 at the latest because premiums are collected in advance.

The ordinary notice period to terminate supplementary insurance policies expired on 30 September 2019. That being so, supplementary insurance policies can only be cancelled with effect from 31 December 2019 if an inflation-related tariff adjustment is imposed. The cancellation must be notified in writing in a letter to reach us by 30 November 2019 at the latest. Please note that from age 65, an insurance downgrade takes permanent and irrevocable effect. The supplementary insurance premiums will be allocated on 1 January each year on the basis of the effective age of the insured person and the insured supplementary insurance policy; if applicable, the insured person is assigned to the next higher age group. This measure does not generate an exceptional right to give notice of termination.

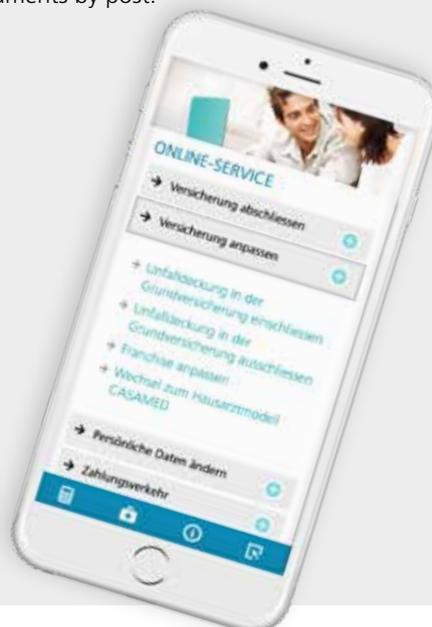
If you intend to change your basic insurance provider, your written notice must

reach us by 30 November 2019 at the latest. For legal reasons, transfer to a different insurer is also only permitted if no payments to Aquilana are overdue (premiums or cost-sharing contributions).

For your next tax return, you will automatically receive a listing of your premium and healthcare costs for the year 2019 by mid-February 2020 at the latest.

The KVG Health Insurance Regulation (KVR), including the supplementary regulation for the CASAMED general practitioner model, has been updated in a new edition which took effect on 1 August 2019. There have been some clarifying amendments and content changes. In addition, the Regulation on voluntary daily allowance insurance (insurance against loss of salary) under KVG has also been updated with the new 2019 edition. The amendments to the articles of association which were already decided at the General Meeting held on 18 May 2018 and the additions to the two Articles 10.1 and 17.3, which will not enter into force until 1 January 2020, have already been incorporated into the new 2020 edition of the articles of association.

These new editions likewise apply to existing insurance policies. The two regulations can be consulted on our website at www.aquilana.ch ► SERVICE ► Bestimmungen & Formulare. On request, we will also be happy to send you these documents by post.



Environmental levy 2020

CHF 77.40 by way of environmental levies will be paid out in 2020 to all persons holding OKP and CASAMED insurance who are resident in Switzerland. This amount is stated in your insurance policy at **CHF 6.45 per month** (CHF 6.40 in 2019) and is offset against your basic insurance premium. The Federal Office for the Environment (FOEN) distributes the environmental levies to the population in this way. You can find further information at www.bafu.admin.ch/co2-levy and www.bafu.admin.ch/voc.

About ourselves

Aquilana has moved into the digital world in 2019 – our customers will benefit

Successful workflow introduction

At the end of July 2019, Aquilana introduced a new procedure for digital processing of incoming customer post and invoices. Documents received either by letter or electronically will in future also be processed electronically, i.e. they will be automatically recorded and classified. This project has been successfully implemented in cooperation with our scan service provider Tessi Solutions based in Urdorf and with Centris Ltd. in Solothurn. Electronic processing of all invoices and other business documents will speed up handling and by doing so reduce costs.

Digital Insurance Platform (DIP)

Intensive work is also currently being done on another project for electronic contact with customers. The myAquilana app and online portal solution for our insured members will be definitively introduced in the fourth quarter of 2019. We will be happy to give you detailed information on the concrete advantages in the February 2020 edition of our "info" customer news.

Good to know

Attractive opportunities to save money

How to achieve a significant reduction of your OKP premium charge:

Generous premium discount – savings on all insurance premiums. Pay your premium yearly or half-yearly. We continue to grant a 1% discount if you pay your premium annually in advance and a 0.5% discount if you do so half-yearly.

Savings on basic insurance

Accident exclusion. Please check whether you really need accident cover. If you are in gainful employment and work for at least eight hours a week with the same employer, he must insure you against occupational and non-occupational accidents. You can then exclude accident cover from OKP and save some 6% on your premiums.

Elective annual excesses for adults. By opting for a higher excess, you assume greater personal responsibility or the risk that you may have to pay some costs yourself when you claim benefits. On the other hand, you save substantial amounts on your premiums – as much as 41%.

Use the online services at www.aquilana.ch

The rule is as follows: the higher the excess, the lower the premium. The excess sum can only be changed at the beginning of a calendar year. The discount varies from one tariff region, age group and insurance model to another.

Annual excess		Max. permitted annual discount	
CHF	500	CHF	140
CHF	1,000	CHF	490
CHF	1,500	CHF	840
CHF	2,000	CHF	1,190
CHF	2,500	CHF	1,540

Alternative insurance model: CASAMED-general practitioner model. This special form of insurance brings a reduction of up to 11% depending on the tariff region for a voluntary limitation of your choice of doctors. The participating general practitioners are listed on our website. CASAMED can also be taken out in combination with an elective excess anywhere in German-speaking Switzerland.

OKP/CASAMED family discount. Provided that one parent has taken out basic insurance with Aquilana, we grant children in the 0–18 age group covered by basic insurance with Aquilana an additional premium abatement of 50% from the third child.

Premium reduction. In principle, insured persons living in modest economic circumstances are entitled to a premium reduction. The determining factors here are personal circumstances such as income, assets and number of children. In many cantons, potential beneficiaries are notified directly by the administration. But in some cantons they have to make an application themselves. Please ascertain whether you are entitled to a cantonal premium reduction. The canton reports your entitlement to such a

reduction to us and we show this reduction directly on the OKP premium invoice. The reference to the premium reduction is therefore not stated on the policy. Further information is available from the entity responsible for premium reductions in the canton or locality in which you live (see also www.aquilana.ch ► SERVICE ► Prämienverbilligung).

Savings on supplementary insurance

Hospital insurance. Our rates for the general ward are extremely favourable. Semi-private (SV/HP) or private (SV/P) hospital insurance schemes are more expensive but do bring many additional benefits worldwide. In these two hospital wards, we reward your acceptance of personal responsibility by the following premium reductions:

- around 25% for a self-pay sum of CHF 2,000 p.a.
- around 50% for a self-pay sum of CHF 5,000 p.a.

In this way, you can save money actively while you are in good health and you know in advance what your personal cost risk will be if you do have to be admitted to hospital. If a person who is insured in the SV/P benefit category is admitted to the semi-private ward of a hospital, Aquilana only charges one-half of the agreed self-pay sum. And if you opt for a hospital stay in the general ward, the self-pay sum is cancelled altogether.

Further terms and conditions and optimisation opportunities can be consulted at www.aquilana.ch ► SERVICE ► Prämien sparen.

■ Enclosure: insurance policy/policies 2020

Sicherheit mit Zukunft.

Credits

info – Aquilana Insurance members information is published 4 times a year in 4 languages, total print run 29,000



**AQUILANA
VERSICHERUNGEN**

Bruggerstrasse 46, CH-5401 Baden
Tel. +41 56 203 44 44, fax +41 56 203 44 99
www.aquilana.ch