

Information sheet on case management

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This information sheet provides you, as an insured person at elipsLife, with details of the service available from case management. elipsLife is the insurance company that offers insurance for disability and death risks, collective daily sickness benefit insurance in accordance with the Swiss Insurance Policies Act (IPA; *Versicherungsvertragsgesetz, VVG*), and accident insurance in accordance with the Swiss Accident Insurance Act (AIA; *Unfallversicherungsgesetz, UVG*).

What is case management?

Case management covers the early and professional support offered by a trustworthy case manager to sick employees. This approach aims to deliver lasting assistance for a sick person to return to work or to find alternative options for the future.

What is a case manager?

Case managers are proven specialists with many years' experience in the areas of health and social issues and employment. They support employees who can no longer work owing to sickness or accident and offer them advice and assistance.

What approach is followed?

After consulting the HR department, the case manager will get in touch with you in order to discuss your personal situation and to clarify what support you might require. After the discussion, and after you have been consulted, your employer will be informed about the next steps planned (e.g. medical consultation, approximate period for which you will be unable to work, your expectations for your own future).

What happens with my data?

All personal information that you share with case managers will be treated confidentially in accordance with the provisions of the Swiss Data Protection Act (FADP; *Datenschutzgesetz, DSG*), and will not be passed on to third parties without your consent. Information will also only be obtained if you have given your agreement in the form of a written letter of authorisation.

Who is the insurer?

Your insurer is Elips Life Ltd, headquartered in Vaduz, Liechtenstein. The Swiss Branch in Zurich is responsible for insurance administration.

Your contact for claims and case management is:

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