

Care Management information sheet

Version 2016-08

This information sheet for customers provides you as the insured person with more information on the care management service offered for sickness benefits insurance is governed by the Swiss Federal Law on Insurance Contracts (VVG) and for group accident insurance pursuant to the Federal Law on Accident Insurance (UVG).

Who is the insurer?

The insurer is Elips Insurance Ltd with its head office in Triesen. The administrative processing of the insurance is handled by the branch office in Zurich.

Your contact for benefit claims and care management is:

elipsLife
Claims Management
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What is case management?

Early and competent support for employees who are sick or who suffered an accident by a trustworthy case manager with the objective of helping the sick or injured person to return to working life or to plan a sustainable alternative future.

Who are the case managers?

Case managers are qualified experts with many years of experience in the medical and social sectors and the field of work integration. They support employees who are unable to work as the result of an illness or accident and advise them in all situations in which they may find themselves in this phase of their lives.

What is the procedure?

After consulting with the HR department, the case manager contacts the affected employee in order to discuss his/her situation and offer any help that may be needed.

After the discussion and in consultation with the employee, the employer is informed of the next steps that are planned (e.g. visit to doctor, approximate period of incapacity for work, future expectations of the sick person).

Are my data treated in confidence?

All personal information provided to your case manager is treated in the strictest confidence in accordance with the guidelines of the Federal Data Protection Act. Information is only forwarded to third parties with your consent. Information can also only be collected from other parties if you have given us a written power of attorney to do so.

Costs for case management?

This service is offered to you by elipsLife free of charge.