



Compulsory health insurance

PrimaFlex

Alternative basic insurance that meets your needs

› Choose from among four first points of contact and save money.



Partner pharmacies

Receive **basic medical care and some tests** free of charge in a pharmacy.



Telemedicine partner

Receive **medical advice 24/7** by calling 0800 852 852.



Ada symptom checker

Log into your Customer Area to check your symptoms using Ada, an artificial intelligence created by doctors.



Family doctor

Call upon **your family doctor as your first point of contact**. Simply send us your doctor's contact details.

Your advantages with PrimaFlex

- ⇒ An **attractive premium reduction** compared with the standard model.
- ⇒ The possibility of **free consultations and tests** in our partner pharmacies, when the pharmacist considers it necessary.
- ⇒ **Some benefits are deductible-free:** e.g. generic medicines and some breast cancer screening tests.

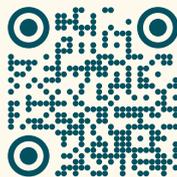


Conditions that are easy to follow

- 1. In the event of a medical problem or question, you must always first consult one of four possible first points of contact:** one of our partner pharmacies (www.groupemutuel.ch/pharmacy), our telemedicine partner, the Ada symptom checker or your family doctor.
- 2. The procedure for consulting a specialist** depends on the first point of contact chosen.
 - Following your consultation in a pharmacy, by telephone or with your Ada symptom checker, you are **free to choose the next steps of your treatment.**
 - Family doctor: if you are referred to a specialist, you will need to send us **a referral voucher.**
- 3. You can go directly to the doctor of your choice in the event of an emergency or accident and for specific check-ups:** for example, during pregnancy, for ophthalmological, dental and paediatric check-ups and treatments or for monitoring a chronic illness.

It may happen that the conditions of the model are accidentally not followed. In this case, we will notify you by letter and will be happy to be of assistance.

However, if you repeatedly fail to comply with the rules, we will have to transfer you to the Standard basic insurance model. You will then lose your premium reduction, but you will benefit from free choice of doctor, with no conditions to be met.



Discover all the advantages PrimaFlex:

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