

Coordinated support with Managed Care

First of all, contact either your group practice or your general practitioner from the Visana network of doctors.

Managed Care enables an efficient workflow within your chosen network of doctors or group practice. If you have any medical concerns, you have just one expert point of contact to whom you can turn directly: a practice or a doctor from the network of doctors, who knows your medical history, treats you and coordinates any further procedure. The experts can also consult with each other in both cases.

Your obligations:

You always contact your chosen Managed Care doctor or group practice first about any medical matters.

In the following cases, you can go directly to a specialist:

- Outpatient eye examinations
- Obstetric care
- Gynaecological check-ups and preventative examinations
- Dental treatment
- Emergencies

If any emergencies arise, inform your doctor or group practice at the earliest possible opportunity.

What happens if obligations are not met:

If, on one occasion, you deviate from the envisaged Managed Care clinical pathway and, for example, go directly to a specialist, we will draw your attention to your obligations in writing. On any second or third occasion, we reserve the right to reduce our benefit payments by 50% or 100% respectively. If there is a fourth incident, we will transfer you from Managed Care to the ordinary basic insurance.

You will find more information on Managed Care at visana.ch/managed-care

Get medical advice at any time of the day or night

You can reach Medi24 by phone on 0800 633 225. For digital services, such as the doctor chat, the Well app is also at your disposal around the clock. visana.ch/well