

Private Assistance. Premium service. Exclusive. Comprehensive.

Private Assistance is your wholly personalised advice and support service. It provides you with competent and reliable assistance and support for all your concerns. Insured persons with the "Premium" category of Health Insurance Livo Top can take advantage of this unique, exclusive service.

Your individual Private Assistance service

Do you have any questions about health problems, medical treatment or anything to do with your insurance? Your Premium support team will be only too happy to help.

Possible questions

- Which medical specialist should I go to?
- Which hospital should I choose for treatment?
- Where will I get the best possible help?
- What special preparations do I need to make?
- Are there any alternatives? Does a second opinion make sense?
- Where can I find expertise that offers me the best chance of successful rehabilitation?
- What co-payments will I incur?
- How can I organise my household if I have to stay in hospital?

Your Premium support team 0844 277 772

- is your **first point of contact for the Private Assistance service** and is available to provide personalised, all-round support, advice and assistance.
- takes care of your concerns and questions regarding all aspects of insurance, medicine, health, medical treatment, rehabilitation and care.
- provides you with support in relation to specific claims for benefits, such as finding you a personal **medical coach** or organising and arranging **all-round comfort services**.

Important to know

- If you wish to use the Private Assistance service, please always make your Premium support team your first point of contact.
- Data required for processing, such as your health data, will be used, subject to your written consent and in strict compliance with the provisions of data protection law. However, you may withdraw your consent at any time.

Your Premium gold card

If you have Private Assistance, you will receive the special Premium gold card from CSS. You should always carry this with you on your person. It gives you access to the advantages of Private Assistance.

How to contact the Private Assistance Premium support team

0844 277 772,
Monday to Friday, 08:00–18:00
private.assistance@css.ch
css.ch/livo

24-hr emergency and medical advice

For medical questions in Switzerland or abroad
+41 (0)58 277 77 77*

*Telephone charges vary according to provider





First point of contact for
Private Assistance services:
Your Premium support team
0844 277 772

Your medical coach

On request, your Premium support team will find you a competent personal **medical coach** if you need medical treatment as a result of accident, illness, or maternity. The coach will provide you with support according to your needs, as necessary and desired, before, during and after treatment.

The medical coach will

- identify your needs and evaluate which treatment options are best for you.
- facilitate a second medical opinion and organise a course of treatment with medical specialists that is tailored to your needs.
- enable straightforward and efficient access to the most suitable medical specialists and hospitals.
- act as a single point of organisation and coordination for you throughout the entire course of medical treatment.

All-round comfort services

Private Assistance lets you take advantage of **comfort services before and after an inpatient stay or outpatient procedure** (as set out in the "All-round comfort" benefits list) **by paying amounts of up to CHF 1,000 per calendar year** (max. CHF 500 per case).

For example

- for the timely organisation and arrangement of the desired services, such as external childcare or pet sitting and pet care
- for certain expenses such as parking charges, meal services and return travel costs