

# Reimbursement

## All-round comfort services Livo

CSS pays a share of all-round comfort services under "Health Insurance Livo Top" supplementary insurance  
 – for an inpatient stay (page 2)  
 – for an outpatient procedure (page 3)

To benefit from contributions towards all-round comfort services, this form must be completed in full and submitted together with the supporting documents via myCSS or by post to the following address: CSS, Postfach 2550, 6002 Luzern.

Client number

### 1 Personal details

#### Insured person

First name

Surname

Date of birth

Street, house number

Postcode/town

### 2 Treatment

What type of treatment did you have? (Please tick only one option: inpatient or outpatient)

☐

**Inpatient stay (with overnight stay) – please go straight to page 2**

Date of admission

Date of discharge

Clinic/hospital

☐

**Outpatient procedure – please go straight to page 3**

Date of procedure

Clinic/hospital

## 2.1 Inpatient stay

Which all-round comfort services did you use?  
Tick all the services used.

**All-round comfort services** (as featured on the “All-round comfort” benefits list)

- ☐ Parking charges
- ☐ Cost of travel to and from appointment (public transport and third parties)
- ☐ Meal service (incl. restaurant and delivery service)
- ☐ External childcare
- ☐ External pet care

### Additional notes

- The all-round comfort services may be obtained directly from the provider. Receipts or proofs of payment must be submitted along with the completed reimbursement form by post or via myCSS.
- No documents issued by family members or friends will be accepted.
- All-round comfort services may be obtained for up to 21 days after leaving hospital.

### Signature

Place

Date

Insured person or legal representative

### For CSS use only

#### Collective payment office no.

Additional benefits under hospitalisation insurance F 8055.99

## 2.2 Outpatient procedure

What type of procedure was carried out?  
Tick the appropriate specialism.

**Specialism** (as featured on the "Outpatient procedures and treatments" benefits list)

- |   |  |
|---|--|
| <input type="checkbox"/> Eyes                   | Cataract   |
| <input type="checkbox"/> Musculoskeletal system | Hand surgery<br>Foot surgery (excl. bunion)<br>Removal of bone implants (osteosynthesis material)<br>Knee arthroscopy, incl. meniscus procedures |
| <input type="checkbox"/> Heart                  | Cardiac catheter<br>Pacemaker  |
| <input type="checkbox"/> Vascular surgery       | Varicose vein treatment<br>Other vascular reconstruction (excl. coronary)  |
| <input type="checkbox"/> Surgery                | Haemorrhoid procedures<br>Hernia surgery<br>Surgical treatment of anal fistulas<br>Umbilical hernia surgery                                      |
| <input type="checkbox"/> Gynaecology            | Cervical procedures<br>Uterine procedures  |
| <input type="checkbox"/> Urology                | Circumcision<br>Fragmentation of gallstones, urinary and bladder stones<br>using extracorporeal shock wave lithotripsy (ECSWL)                   |
| <input type="checkbox"/> Ear–nose–throat (ENT)  | Tonsillotomy<br>Adenoidectomy  |

Which all-round comfort services did you use?  
Tick all the services used.

**All-round comfort services** (as featured on the "All-round comfort" benefits list)

- ☐ Parking charges
- ☐ Cost of travel to and from appointment (public transport and third parties)
- ☐ Meal service (incl. restaurant and delivery service)
- ☐ External childcare
- ☐ External pet care

### Additional notes

- To benefit from contributions towards all-round comfort services, the outpatient procedure performed must feature on the "Outpatient procedures and treatments" benefits list ([css.ch/livo](http://css.ch/livo)).
- The all-round comfort services may be obtained directly from the provider. Receipts or proofs of payment must be submitted along with the completed reimbursement form by post or via myCSS.
- No documents issued by family members or friends will be accepted.
- All-round comfort services may be obtained for up to three days after the outpatient procedure.
- Supporting documents issued directly by a service provider (as featured on the "Service providers for outpatient procedures" list) can also be submitted along with the completed reimbursement form by post or via myCSS.

### Signature

Place

Date

Insured person or legal representative

### For CSS use only

#### Collective payment office no.

Additional benefits under hospitalisation insurance F 8055.99