Insurance and benefits

2026/27

How to receive our benefits



Helsana

Committed to life.

We are here to help you. Your health is important to us. We're by your side when you need us. Any time, any place. Helping you stay healthy. So that you recover quickly. Or can live a better life when affected by illness.

We motivate and support you when you want to take action for your health. We can offer advice at any **Helsana location,** or you can call us at any time. You and **more than 2 million other customers** benefit not only from numerous insurance products but many other attractive services as well.

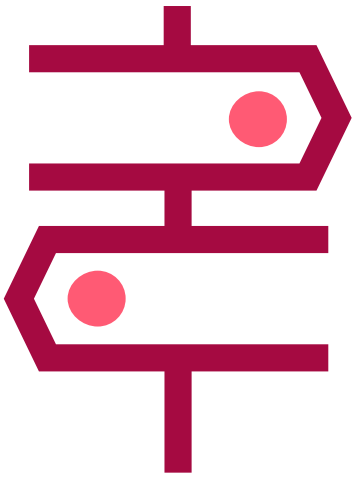
The **Helsana Coach app,** for example, helps you reach your personal health goals, step by step. The **Helsana+ bonus programme** rewards your healthy lifestyle. And with **Helsana Trails,** you can choose from over 360 outdoor running routes throughout Switzerland.

But we are also committed to the common good. We support social projects and organisations, including the **Theodora Foundation,** whose Giggle Doctors bring carefree moments to children in hospital.

As an official partner of the **Swiss Red Cross,** we are also committed to the health and well-being of Switzerland's population. We work to promote first aid to ensure as many people as possible are capable of providing help when it's needed most.

We are here to help you. Throughout your life.

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Your benefits

Partner services



Find out more. You can find all our discounts and partners at
helsana.ch/partner-discounts

Better care, better conditions: we work with selected partner companies. Here's how you stand to benefit.

For your medications

You can have prescribed medications conveniently delivered to your home. Your benefits at a glance: You will enjoy preferential prices and free delivery.

We have a working relationship with four well-established mail-order pharmacies. MediService, Zur Rose and Xtrapharm can offer you a comprehensive range of products, while Rothaus direct covers certain specialist medicines.

For medical aids

You can get various medical aids on attractive terms thanks to exclusive agreements with various suppliers. These include diabetes products, medical aids for respiratory problems and incontinence, and electric nursing beds and hip protectors.

Simple medication management with Medi+

Thanks to our partnership with Zur Rose, you can access the Medi+ online service free of charge in myHelsana.

Medi+ will remind you when to take your medications, for example, and you can have prescriptions renewed directly by your doctor. Activate the service now in the myHelsana client portal and benefit from practical features like the dose schedule and the savings potential calculator for generic medication.

Quick help with health complaints – at a Helsana partner pharmacy

Is your eye burning, your ear hurting or your skin itching? Our Helsana partner pharmacies will be at your service throughout Switzerland – even without an appointment. You will receive rapid treatment for acute complaints – in a separate consultation room if necessary. We will cover the costs for you if you choose the relevant basic insurance model.

You can find more information and our Helsana partner pharmacies at **helsana.ch/partner-pharmacies.**

For your health data: Compassana

Manage your health easily with Compassana – all in one app. Your data, such as medical reports, laboratory values, medication and prescriptions, are always to hand, so you can optimally prepare for specialist appointments, hospital admissions or changing doctors.

You can use the app to organise your appointments, and follow your treatment plan in the timeline. Compassana allows you to receive and share medical reports and information securely. Your doctors can also access these at your request. With the medically certified symptom checker, you'll also get an immediate initial assessment of your complaints.

You can find out about all of the advantages of Compassana at **helsana.ch/en/compassana**

Compassana app

Download the Compassana app for free and organise your health.

Download on the App Store

GET IT ON Google Play

Your benefits

myHelsana



Save time, paper and postage: with the myHelsana digital folder, you can take care of all your health insurance matters conveniently from anywhere – it even comes as an app.

Register now at **myhelsana.ch/en/info**

Quick overview of documents and co-payments

You can view all your benefit statements, find out your current deductible and excess status and access your outstanding invoices at any time.

Secure, encrypted communication

Your access to myHelsana and your data are protected by organisational and technical measures, and communication is encrypted.

Submit invoices easily

With myHelsana, you can send in your documents even more conveniently: simply upload the PDF and submit it. And the scan feature in the myHelsana app makes it even easier. Photograph the document with your smartphone and send it directly via the app.

Digital medical advice services

In addition to free medical advice over the phone from our partner Medi24, you can easily and conveniently access myMedi24 via myHelsana and send pictures, arrange call-backs, schedule video consultations or view your doctor's available time slots. It's especially practical during the night and on weekends: the services are available 24/7, for free.

Medication at a glance

Helpful when at the pharmacy or visiting your doctor: in the app, you can easily find a list of the medications that Helsana has invoiced for you, allowing you to keep track of things.

Better organisation

Connect partner services: with Compassana, you can digitally manage doctor's reports, prescriptions, appointments and medical contacts in one place. And Medi+ makes it easier to organise your medication – from ordering it to taking it.

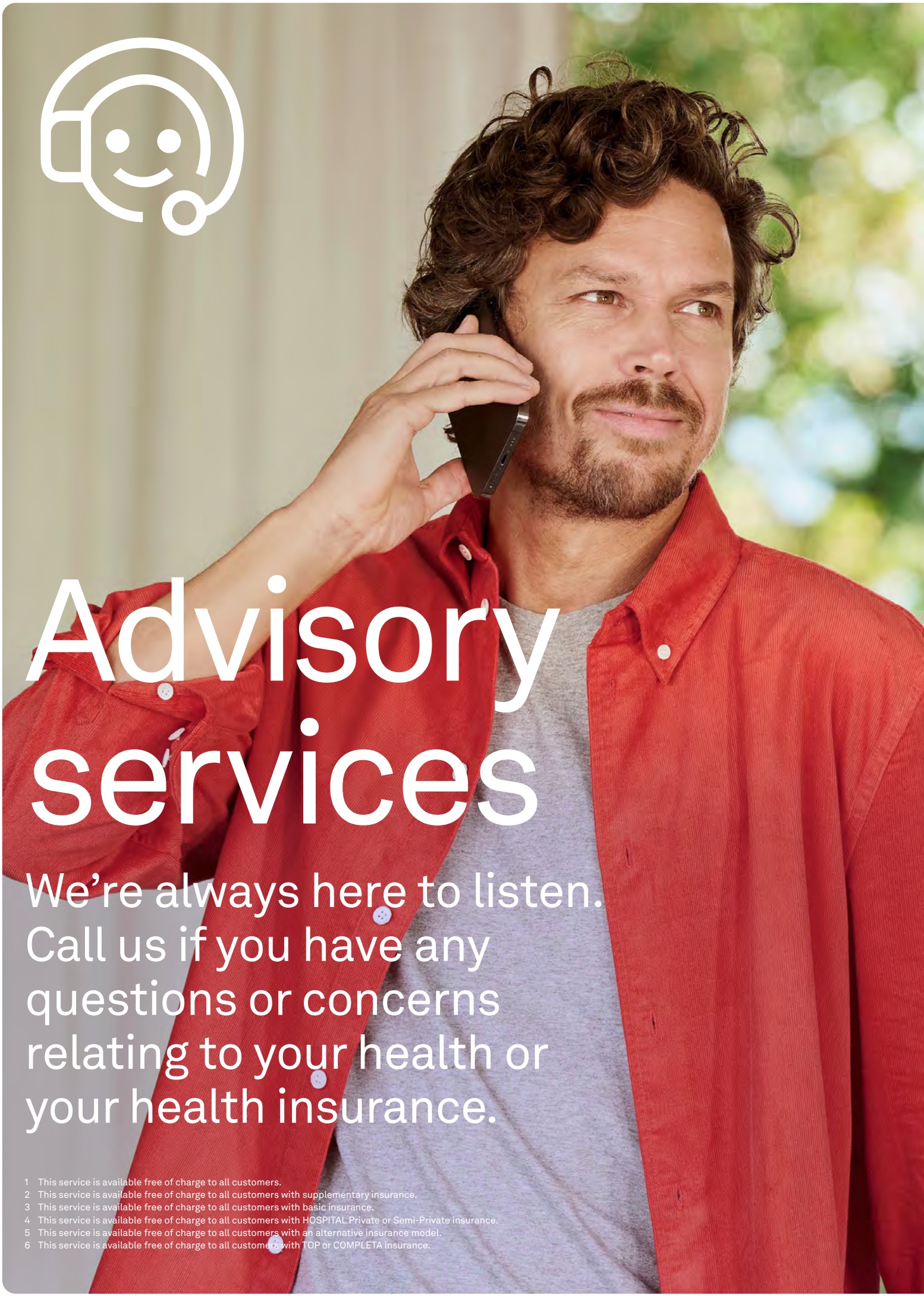
Always at your fingertips

You can access your insurance card in the app at any time and save it in your wallet.

myHelsana app

Download the myHelsana app for free on your smartphone or your tablet.

Download on the App Store | GET IT ON Google Play



Advisory services

We’re always here to listen. Call us if you have any questions or concerns relating to your health or your health insurance.

1 This service is available free of charge to all customers.
2 This service is available free of charge to all customers with supplementary insurance.
3 This service is available free of charge to all customers with basic insurance.
4 This service is available free of charge to all customers with HOSPITAL Private or Semi-Private insurance.
5 This service is available free of charge to all customers with an alternative insurance model.
6 This service is available free of charge to all customers with TOP or COMPLETA insurance.



Customer Service [1]

Monday to Friday, 8 am to 6 pm.
0844 80 81 82

Health advice [2]

For all non-acute health-related questions.
Monday to Friday, 8 am to 6 pm.
058 340 15 69

Case management [3]

Individual support in complex life situations.
Monday to Friday, 8 am to 5 pm.
cm.ig@helsana.ch

Case advice for hospital and rehabilitation [1]

For questions related to hospital admissions,rehabilitation and convalescent facilities.
Monday to Friday, 8 am to 6 pm.
0844 80 81 82

Personal hospital support [4]

Extensive consultations with a personal contact person in the event of questions before, during or after your hospital stay.
Monday to Friday, 8 am to 5 pm.
0844 80 81 82

BetterDoc [5]

Specialist recommendations for procedures.
Monday to Friday, 8 am to 5 pm.
061 551 01 88

Medical advice from Medi24 [1]

For a quick initial evaluation – on the phone or online via the myHelsana client portal.
24 hours a day, seven days a week.
0800 100 008

24-Hour Emergency Call Centre [1]

If you become ill or have an accident abroad.
24 hours a day, seven days a week.
058 340 16 11

Travelcheck hotline [6]

For questions about health risks while travelling.
24 hours a day, seven days a week.
058 340 16 22

Find out more. You can find all our advisory services at
helsana.ch/consultation-services

Health consultation

Monday to Friday
8 am to 6 pm
058 340 15 69[1]

We will thoroughly answer all of your health-related questions tailored to your needs. This means you can actively influence your own health.

What is health consultation?

Our health advisors answer all of your health-related questions, whether it be in relation to stress, diet or exercise or mental health. They can also help you prepare for a consultation with a doctor, deal with a diagnosis or advise you on a recommended course of treatment. All our experts have many years of experience in one or more healthcare professions. The team includes physiotherapists, naturopaths, psychologists, dietitians and nurses.

Who can benefit from the health consultation?

This service is available to all customers with supplementary insurance and is free of charge.

What does a health consultation entail?

You discuss your health concerns with our specialists over the phone and you will receive practical information tailored to your needs, either verbally or in writing, along with specific recommendations for action as part of a holistic approach – impartial and independent.

You can find out more at
helsana.ch/health-consultation

1 By calling Helsana health consultation, you accept the terms of use and data protection provisions, which can be found at **helsana.ch/health-consultation**

Medical advice

24/7
0800 100 008

Symptoms that appear suddenly can cause concern. Is it just a fever? What does this pain mean? Medi24 will answer your questions.

What is medical advice?

You know the feeling – something is wrong, but you're not sure what it is. And you ask yourself, What should I do? When should I seek out a doctor? The medical specialists at Medi24 are on call to provide you with specific recommendations for acute conditions.

Who is medical advice for?

Medical advice is a free service for anyone insured with Helsana.

What does medical advice entail?

You discuss your concerns with our telemedicine Competence Centre Medi24 specialists over the phone or via video call. During the phone call, you'll receive an evaluation of your situation and the specialist will recommend your next steps.

What are our digital services?

You can use myHelsana to access the following services easily and conveniently: send a photo, arrange a callback, schedule a video consultation, coordinate an appointment digitally (e.g. view your doctor's available time slots).
Register now → **myhelsana.ch/registration**

You can find out more at
→ **helsana.ch/medical-advice**

	Health consultation	Medical advice
Who can use the service?	Everyone with supplementary insurance from the Helsana Group	Everyone insured with the Helsana Group
What issues are dealt with?	Questions about your health	Acute conditions
When will an assessment be carried out?	During the consultation itself or afterwards	During the consultation
Availability?	Monday to Friday, 8 am to 6 pm, on 058 340 15 69[1] or by booking an appointment at → **helsana.ch/health-consultation**	24/7 on **0800 100 008**

1 By calling Helsana health consultation, you accept the terms of use and data protection provisions, which can be found at → **helsana.ch/health-consultation**

Advisory services

Personal hospital support



Are you undergoing inpatient hospital treatment? Thanks to your HOSPITAL Private or Semi-Private supplementary hospital insurance, you can benefit from personal support from a specialist free of charge. They will help you with any questions you may have before, during and after your hospital stay.

How you benefit from hospital support

- A personal contact person will advise you during your treatment.
- We'll help you arrange the most important steps and relieve you of administrative tasks.
- We will inform you about your first-class insured benefits and how you can make use of them.
- This service is free and exclusive to HOSPITAL Semi-Private and Private insurance policyholders.[1]

What concerns about your hospital stay can we help you with?

Before your stay

We prepare you as best as possible for your hospital stay.

- Who will cover which costs?
- What information should I provide on the admission form?
- What questions should I ask the medical specialist during the admission process?
- How do I organise transport to the hospital?
- Do I have to bring my medication to the hospital with me?

During your stay

We provide a personal contact person to support you throughout your entire hospital stay.

- How should I prepare for the discharge process?
- How do I organise transport home?
- What treatments and appointments will there be after the hospital stay?
- Whom can I contact if I have medical questions about my further treatment?

During your recovery

We support you during your recovery at home.

- Who will support me with household chores or childcare?
- How can I manage my everyday life as easily as possible?
- How can I take an active part in my own recovery?

You can find out more at
helsana.ch/hospital-support

1 This advisory service is provided by Helsana. There is no entitlement to the service and its use is voluntary. All your data will be treated according to strict data protection guidelines. Please read the data protection provisions at **helsana.ch/hospital-support**

Apps for your health

Helsana+ app

With the Helsana+ app, you can collect up to CHF 400[1] in Plus points every year. You can redeem your points in cash or vouchers, or use them to make a donation. Start racking up those points!

Get active
Whether you swim, run, hike or bike – transform your exercise into valuable Plus points with the Helsana+ app. You can also earn additional points on the Helsana trails.

Prevention
Prevention is better than cure, and by taking preventive health measures such as relaxation, exercise and nutrition courses and check-ups, you are rewarded with both health benefits as well as Plus points.

Memberships
Are you a member of a gym or sports club? Then you get Plus points for that too. We also reward memberships in the field of social commitment.

Get connected
We reward your long-standing loyalty and successful recommendations to others. You also collect Plus points just for using the myHelsana client portal.

Challenges
Take part in challenges and show off your knowledge in our quiz to collect additional Plus points.

The Helsana+ app
Download the Helsana+ app for free on your smartphone now and start collecting points!

Download on the App Store | GET IT ON Google Play

1 Basic insurance policyholders can collect annual Plus points worth CHF 75. Depending on the supplementary insurance, up to CHF 400 is possible. Find out more at **helsana.ch/en/plus-2027.**

The Helsana Coach app

Helsana Coach helps you achieve your personal health goals and boost your well-being.

In the app, you'll find tips and activities relating to exercise, nutrition and mindfulness – you set your own goals.

Individual support

Whether it's healthier eating, regular exercise or calming the mind: set yourself health goals. Helsana Coach then suggests daily sessions and programmes that give you the support you need to achieve them.

Holistic approach

In the Helsana Coach app, you can find more than 500 balanced recipes, more than 110 exercise programmes and more than 100 mindfulness exercises. You can also participate in live fitness and cookery classes from home whenever you want.

Track your progress

The Helsana Coach summarises your weekly progress. It shows you how many activity points you've collected in the training, mindfulness and knowledge categories.

Hard work pays off

Not only does completing units and programmes in the Helsana Coach app bring you closer to your health goals, it also tops up your Plus point account in Helsana+.

Please note that you will need a Helsana+ account to use the Helsana Coach app.

Helsana Coach App

Laden Sie kostenlos die Helsana Coach App auf Ihr Smartphone und legen Sie los.

Download on the App Store

GET IT ON Google Play



Swiss Red Cross

As an official partner of the Swiss Red Cross, Helsana is committed to the health and well-being of Switzerland's population.

Working with the Swiss Red Cross (SRC), we promote issues that affect us all as a society. With our combined forces, we help ensure that as many people as possible are capable of performing first aid in an emergency.

As the largest and oldest humanitarian organisation, the Swiss Red Cross combines the areas of health, integration and rescue under one roof. Through its activities, the SRC protects the health and dignity of people in need. With 24 cantonal associations, four rescue organisations and two institutions, the SRC is present across Switzerland and active in around 30 countries around the world.

Helsana has been supporting the Swiss Red Cross and its Swiss Samaritans rescue organisation since 2020, extending this commitment to the SLRG rescue organisation in 2026.

You can find further information on our partnership with the Swiss Red Cross at
helsana.ch/redcross

The Theodora Foundation

As a partner of the Theodora Foundation, Helsana helps around 119,000 children a year experience some light-hearted moments in hospital.



We are a proud partner of the Theodora Foundation. And we appreciate the valuable work of its Giggle Doctors. Day after day, they make children's eyes light up and spread a little magic. This commitment helps us ensure that Giggle Doctors can visit more than 119,000 children in hospitals and specialist institutions in all parts of Switzerland each year.

76 specially trained performers cheer up young patients with humour and imagination, which in turn puts a smile on the face of their parents, siblings and nursing staff. The specially trained artists regularly visit 31 hospitals, 2 children's hospices and 29 institutions for disabled children throughout Switzerland, tailoring their performances to the individual needs of the young patients.

The fun and games make them laugh, dream and quite simply be children. The Theodora Foundation's 70 or so Giggle Doctors whisk children away into an exciting world of fantasy and imagination. Each child is given a balloon animal, lucky charm or uplifting card – something to remember the wonderful experience.

Helsana has been supporting the Theodora Foundation since the start of 2016.

You can find out more about our partnership with the Theodora Foundation at
helsana.ch/en/theodora

Our commitments

Helsana trails

Get outdoors and recharge your batteries. Helsana trails are signposted loop trails for jogging, walking or hiking. There are more than 360 trails throughout Switzerland.



Did you know that there are more than 360 trails in 120 different locations throughout Switzerland? The trails are suitable for all fitness levels, with lengths ranging from 1 km to 25 km.

Collect points with Helsana+

The trails map at helsana.ch shows you all of the routes, distances and altitude profiles of the selected Helsana trails. Use your fitness tracker and connect to the Helsana+ app, and benefit not just from the expansive natural surroundings of the Helsana trails, but from lots of Plus points too. On any route and for any type of training.

Find out more. You can find all the trails on the trails map at
helsana.ch/en/trails

Recom-mendations

Does your Helsana insurance cover make you feel good? Then share your positive experience with the people important to you.

Your reward

Share this feeling. You will receive CHF 100 if the person you recommended us to takes out basic and supplementary insurance with us. Your Helsana+ account will also be credited with 1,500 Plus points once per year.

Ask your friends or relatives

Tell your friends or relatives about Helsana, and ask them if you can give us their contact details. Please only name interested individuals who would like to receive an offer.

Fill out the online form

Send us your contact details and those of the person interested in learning more about Helsana. Please note that you both have to be an adult and have your place of residence in Switzerland.

The interested person receives an offer

After sending off the form, the person will be contacted and will receive a non-binding offer from us.

Reward after the contract is signed

If the person you recommended us to takes out basic insurance and at least one supplementary insurance policy with Helsana, we'll transfer CHF 100 to you.

Our extra little thank you

If you use the Helsana+ app, you can earn 1,500 Plus points that will be credited to your Helsana+ account once a year when you recommend us to someone successfully.

Interested? You can find the online form for referrals at
helsana.ch/friend-referral

We are here to help you.

Throughout your life. Helping you stay healthy. So that you recover quickly. Or can live a better life when affected by illness.

We are happy to help.
Helsana Group
0844 80 81 82
helsana.ch/en/contact

Book an appointment online
helsana.ch/consultation

Proud to be a top-rated provider.

Ktipp
2nd place – customer satisfaction
K-Tipp survey no. 15/2026

comparis.ch
Silver LABEL
Customer satisfaction 2026
Health insurance
5.1 (Good)

moneyland.ch
Health insurance
Rating: Very good
Customer satisfaction 2026

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