2609_Einzel_UG_Arbeitsunfaehigkeit-EN

Incapacitated for work – what next?

We are at your side. For your claim, we proceed as follows:

Day 30

Registration of your incapacity for work

This is carried out by your employer no later than 30 days after the start of the incapacity for work.

+ 5 Days

Initial discussion by phone

How can we support you return to work? Our customer advisors will give you a call to discuss your situation with you and, if necessary, with your employer.

+ 7 Days

Power of attorney and medical documents

Please help us speed up our clarification process. Send the signed power of attorney to us within seven days. We will use this power of attorney to request that your doctor provide us with your medical records.

Ongoing

Your customer advisor is there for you

Please let us know if you would like personal support from a Case Manager. If your medical situation is not clear, a second medical opinion might provide clarity.

Day 120

Registration for disability insurance

We will coordinate your claim for benefits with disability insurance. You will receive a registration form from us after no more than 120 days. Please complete it in full and return it to us as quickly as possible. Do not hesitate to contact us if you require any assistance.

Day 730

Maximum duration of benefits

Depending on the insurance coverage, you will receive the insured daily benefit for a maximum of two years. We will inform you in writing one to two months before the payments end.

Helsana Group
P.O. Box
8081 Zurich
helsana.ch

The Helsana Group comprises Helsana Insurance Company Ltd,
Helsana Supplementary Insurances Ltd and Helsana Accidents Ltd.

Helsana
Committed to life.