

Our insurance products and benefits



2024/25 edition

Helsana
Committed to life.

Travel insurance

WORLD

Your supplementary outpatient insurance if you frequently travel abroad

helsana.ch/en/world



Costs covered for treatment abroad

Emergency Call Centre	24 hours a day, 7 days a week: +41 58 340 16 11
Worldwide cover	WORLD is valid in all countries.
Medical expenses	Full cost coverage for a maximum of twelve months for emergency treatments abroad (inpatient or outpatient) that exceed the benefits covered by basic insurance
Travel for visitors	Costs covered for outward and return travel for up to two family members if the insured person has to be hospitalised abroad for more than seven days
Return travel	<p>100% of the costs for return travel, if the requirements are met.</p> <p>If you are required to return home earlier than planned owing to one of the following events, you will receive the full cost of your return travel:</p> <ul style="list-style-type: none">– A closely related person accompanying you on the trip has to be transported back to Switzerland owing to illness or an accident.– A closely related person in Switzerland becomes seriously ill, is seriously injured or dies.– Your property at your place of residence is severely damaged as a result of theft, or because of fire, water or other natural hazards. <p>If you are a parent and need to be flown back to Switzerland, our emergency call centre will also organise and pay the costs of looking after your underage children who would be required to continue the journey or return home alone.</p>
Travelling costs	<ul style="list-style-type: none">– Up to CHF 500/insured person for expenses arising in connection with the interruption or extension of your trip owing to emergency treatment– Up to CHF 10,000/person or CHF 20,000/family– As a proportion of the price of the travel arrangements for the unused part of the journey, if the journey has to be cut short owing to an insured event– Up to CHF 500 for unforeseen expenses arising in connection with repatriation
Missing person search	Up to CHF 10,000/year for search and recovery costs
Transport, rescue and repatriation	You receive a reimbursement for the total costs for transportation to the nearest suitable hospital.
Important	Policyholders are accepted without a risk assessment. However, pre-existing medical conditions are generally not covered. Furthermore, no reimbursement is provided for the costs of treatment for medical conditions or accidents which had already arisen or were known before the start of the insurance cover or the date on which the travel was booked.

We are here to help you.

Helsana Group
0844 80 81 82
helsana.ch/en/contact
helsana.ch/locations

Proud to be a top-rated provider.



COMPLETA from Helsana scored highest on scope of benefits. moneyland.ch is the independent comparison service for insurers and banks.



Insurance premium prices and benefits are subject to constant testing by the Vermögenszentrum. The Helsanasupplementary insurance products **COMPLETA, TOP and SANA** have been given a rating of “above average”.

The Helsana Group comprises Helsana Insurance Company Ltd, Helsana Supplementary Insurances Ltd and Helsana Accidents Ltd. The information and product benefits descriptions are summaries only and are not exhaustive. Go to helsana.ch/en for binding information on insurance benefits.

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