

FAQ Scan App EN

Question	Answer
<p>What can I do with the Helsana Scan app?</p>	<p>The free Helsana Scan app allows you, as a Helsana or Progrès customer, to send invoices and reimbursement documents in a quick and simple manner.</p> <p>Here's how it works:</p> <ol style="list-style-type: none"> 1. Scan: Scan an invoice using the camera of your smartphone or tablet. 2. Send: Send the invoice to Helsana via the app.
<p>What are the benefits of the Helsana Scan app?</p>	<p>Helsana aims to make life as easy as possible for its customers.</p> <p>Thanks to the easy-to-use Helsana Scan app, Helsana customers can save themselves the trouble of sending invoices by post.</p>
<p>What do I need to do in order to use the Helsana Scan app?</p>	<ol style="list-style-type: none"> 1. Download the app in the Apple Store or Google Play Store. 2. Register in the app using your email address.
<p>What kind of invoices can I send to Helsana using the Helsana Scan app?</p>	<p>As a Helsana or Progrès customer, you can use the Helsana Scan app to send us any invoices that you would have previously sent by post. You can also use the Helsana Scan app to send the invoices of other Helsana customers (such as family members).</p>
<p>What do I need to do when scanning invoices?</p>	<p>On each invoice, the customer's name, address and/or AHV or insurance number must be clearly legible so that Helsana can process the invoice. Please also ensure that the scan is in focus.</p> <p>Helsana will contact you by email if it has any questions about an invoice.</p>
<p>What should I do with the original invoice?</p>	<p>For your own security, please keep the originals of your scanned invoices until you have received your benefit statement. Helsana reserves the right to request original copies if necessary.</p>
<p>May I also use the app to submit invoices for other people?</p>	<p>Yes, you can use the app to submit invoices for yourself or for other Helsana or Progrès customers.</p> <p>Helsana will contact you by email if it has any questions about an invoice.</p>

<p>What happens to my invoice once I have sent it?</p>	<p>Scanned invoices are filed and processed using the customer's name, address and/or insurance number, exactly like invoices sent by post.</p> <p>The important point is that the customer's name, address and/or insurance number must be visible on each scanned invoice.</p> <p>Helsana will contact you by email if it has any questions about an invoice.</p>
<p>How will I know whether my invoice has been received and processed?</p>	<p>The Helsana Scan app is only used to send invoices to Helsana. It does not provide information on the status of processing. Scanned invoices are filed and processed using the customer's name, address and/or insurance number, exactly like invoices sent by post.</p>
<p>What happens if I delete the Helsana Scan app on my device?</p>	<p>If the Helsana Scan app is deleted on your device, all stored invoices will also be permanently deleted. Any invoices that have already been sent will of course still be processed by Helsana.</p>
<p>Is my data secure?</p>	<p>The Helsana Group greatly values your privacy. Scanned invoices are protected on your device by means of your own password. Helsana handles the security of data transmission. The Helsana Scan app transmits your invoices in encrypted form, thus satisfying the highest standards also used for e-banking. If you identify yourself using the fingerprint sensor or if you select the "Remember user data" function, you thereby accept the associated risks and obligations connected with use of the Helsana Scan app, including the risk of your health data being accessed by unauthorised third parties. The terms of use and data protection provisions of the Helsana Scan app apply.</p>
<p>Can I use the Helsana Scan app even if I am not a Helsana customer?</p>	<p>The Helsana Scan app only serves to send invoices to Helsana. It may therefore only be used by Helsana or Progrès customers.</p>
<p>What should I do in the event of technical problems?</p>	<p>Please call 058 340 93 70 for any technical problems when using the Helsana Scan app.</p>
<p>Where can I ask further questions or give feedback?</p>	<p>Do you still have questions you didn't find answered on this page? Helsana will be glad to hear from you. For any further questions or to give feedback, please contact your regional customer care team. For this, select the menu option "Contact / Customer service".</p>
<p>The following smartphones are not compatible with our ScanApp:</p>	<p>https://alma-wiki.hel.kko.ch/pages/viewpage.action?pageId=57225371</p>