

CASE MANAGEMENT – SUPPORT FOR NEW PERSPECTIVES

Information for policyholders

WHAT WE OFFER

Have you suddenly had to face issues such as an incapacity to work, reduced benefits or a disability due to an accident or an illness?

Along with our partners, we are committed to providing the right support, with the collaboration of you and all the key parties involved.

You are at the center of our efforts! Your needs and resources take priority. Independent case managers from our partner organisations are there to assist you. They are bound by professional secrecy. Information that must be treated confidentially will not be passed on to PK Rück or your employer.

GOALS

One of the main aims is for you to return to the working life as soon as possible. Whether you have the same workload as before at the same workplace or whether other options are considered depends on you and your situation.

Your case manager is a qualified specialist, well-versed in matters regarding workplace, health and insurance and is there to assist you.

Your case manager will provide the necessary professional guidance to ensure a successful return to work.

YOUR CONTRIBUTION

You are essentially in agreement with the case management and are motivated to participate in the process.

The costs for the case management are covered by PK Rück.

ABOUT OUR PARTNERS

We work throughout Switzerland with various case management companies, which focus on providing care, support and guidance for their clients' needs.

Our case management partners have specific expertise. We select the case management partner best suited to the situation, depending on the particular individual's medical condition and place of residence. Our partners only employ case managers who have undergone high-end training for their work.

(P.T.O.)

CASE MANAGEMENT PROCEDURE

1. Contact

Your employer or your pension fund informs us about your illness or your accident. After we have obtained the necessary information, we will contact you either in writing or by telephone.

If you are interested in a non-binding initial discussion with the case manager, we will forward your personal details to the individual(s) responsible at our partner organisations. The case manager will then get in touch with you personally.

2. Initial discussion

The case manager arranges an appointment with you for an initial non-binding discussion. During this initial discussion, you will get to know each other and your needs will be clarified. However, there is no obligation on your part beyond this initial discussion.

3. Support

If you are interested in getting support from the case manager, you will plan the next steps together. The case manager will coordinate, organise, network and mediate between you, your employer, your doctor, your insurance company and your social environment.

The case management is tailored to your needs. The measures may include, for example, professional advice, coordination with an existing or potential employer, doctors and insurers, as well as administrative or other support.

4. Completion

Once you have achieved your goals, your case management will gradually come to a close. This may be because you have found a new job, successfully completed your retraining or regained your health or for some other reason, you no longer require the support.

Our partners inform us as soon as the case management process is completed.