

How to check your bill

1. If you have not received a copy of the invoice, request one from your doctor or hospital, or from CSS Insurance directly by calling 0844 277 277. The service provider is required by law to provide you with a copy.
2. Check through the points A – E that are described on the front of this page.
3. If anything is incorrect or unclear, please do not hesitate to call the CSS Contact Center on 0844 277 277, or the service provider, to request a corrected bill.

The refund process

Send the bill to the following address (do not enclose a payment slip):
CSS Insurance, Service-Center, P.O. Box 2550, 6002 Lucerne

It's even faster with myCSS or the myCSS app: simply scan your invoices and send them in directly online. Register at www.css.ch/mycss

Note on fixed sums for emergencies

A fixed emergency sum may be requested only if the specialist deals with or seeks out the patient immediately. The flat-rate fee may not be claimed if you had to wait in the waiting room or at the hospital's emergency unit.

Other service providers

Bills from other service providers such as physiotherapists may be set out differently. Whatever the format, you should always check the following points:

Inpatient treatment:	Personal details, attending service provider, reason for treatment, date
Pharmacies:	Medication, pack size, number of packs, reason for treatment
Physiotherapy:	Personal details, reason for treatment, date, number of sessions
Alternative medicine:	Type of therapy, duration, service provider, reason for treatment
Spitex/nursing/midwife:	Duration of care, services billed, dates services provided, nursing supplies, medication