

COMPLEMENTARY HEALTH INSURANCE

Reimbursement of medical expenses



To whom should you send your reimbursement requests?

All reimbursement requests must be sent to UNIQA according to the process described below.

Which documents to submit to UNIQA?

Just send the reimbursement statement received from your UNSMIS, CAPS (ILO) or SHI (WHO) basic insurance. Please submit the statement only once even if it includes several family members.

A copy of the invoices must be added only in case of hospital treatments or if the insured has been admitted with a medical exclusion.

For natural medicine drugs, a medical prescription is also required.

How to submit your reimbursement requests?



- **Electronically** on the site www.myuniqa.ch or on your smartphone via the myUNIQA.ch application
- **By email** in pdf format to claims.gpafi@uniqa.ch
- **By post:** UNIQA
Avenue de la Praille 26 - 1227 Carouge

Who to contact in case of questions?

→ About reimbursements or medical benefits

Contact **UNIQA** at the following address:

- **Email:** contact.gpafi@uniqa.ch
- **Telephone:** +4122 718 63 30

→ About your coverage, your premiums, a change of address, bank account or coverage termination

Contact **GPAFI** at the following address:

- **Email:** gpafi@un.org
- **Telephone:** +4122 917 99 99 - Dial 7

DOWNLOAD THE APP MYUNIQA.CH

To photograph your invoices and send your reimbursement requests, to monitor the processing of your claims, display your virtual insurance card and access emergency numbers, find the authorized services providers closest to you, view or download your insurance certificate.

