

# Reaching the goal together /

Employees who fall ill or have had an accident invariably find themselves in a precarious life situation on account of the challenging medical, professional, and personal issues they may face. AXA's case management program is designed to help employers and employees normalize the daily work situation by adopting a long-term perspective.

## Targeted support

Those suffering from an illness or the consequences of an accident often find it hard to gain a clear overview of their situation and to take proper steps at the right time. AXA's case management program aims to increase the chances of success by

- providing expert advice throughout the rehabilitation and reintegration process,
- coordinating all the involved parties across professional and institutional boundaries,
- setting clear objectives, and
- focusing all resources on the next steps and phases.

## Added value for all

Successful case management will benefit all parties that are involved directly and indirectly, and all resources are therefore focused on improving the quality of life of the affected person (client). Quick and long-term integration into work life is key in helping the person become fully self-reliant again.



# Seize opportunities /

AXA's case management program has gained broad recognition on account of countless success stories. A process-oriented approach, close attention to what has been agreed, and thorough documentation of the individual steps are just some of the hallmarks of the program.

## Qualified services

Case management is a core competency within AXA's benefit case handling. All case managers have a degree from a university of applied sciences as well as broad professional experience when it comes to coping with complex situations. This ensures that high quality standards are maintained at all times.

## Openness and respect

Collaborating while managing a case requires participants to not only show understanding and communicate clearly and openly but also to engage in a critical dialogue. The affected person's autonomy and right to make decisions is treated with the utmost respect, because even the best support program cannot substitute a person's willingness to make changes and take personal responsibility.

## Points of focus

### Medical support



- Coordinate measures
- Collaborate with external and internal medical experts
- Develop alternatives

### Professional support



- Maintain the employment relationship
- Intervene quickly
- Optimize the work situation
- Develop alternatives
- Arrange for retraining

### Social support



- Analyze the person's social environment
- Rethink old habits and assumptions
- Develop a help network

### Legal support



- Coordinate measures among insurers
- Offer advice and help
- Solve problems

## Conditions for case management

- Current or imminent incapacity for work
- Necessity of reintegration measures
- Strong prospects for success through rehabilitation and reintegration

Entitlement to case management by AXA is not given. Clients, employers, and AXA participate in the program voluntarily.

## Data privacy

In order to ensure optimum data privacy, the activities are administered by means of specially designed software. No one except the case manager can access the information on the case.

## SQS quality label

AXA is the first all-lines insurer to have been awarded the "Case Management" quality label from the Swiss Association for Quality and Management Systems (SQS). The label certifies that AXA meets the high standards of Network Switzerland with respect to case management.



# Success, one step at a time /

Reaching jointly agreed interim goals helps the person to make progress by means of clearly defined steps. Those affected will learn how to rely on their own strengths when coping with difficult situations and to regain control over their lives.



**Pension and insurance matters demand individual attention. AXA shows you fresh alternatives and delivers relevant solutions.**

**Arrange for an advisory meeting without obligations still today.**

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