sanitas

Press release of 13 January 2020

# Greater transparency with the invoice translator

**Sanitas is launching a user-friendly invoice translator designed to help our customers better understand and check their medical bills and create more transparency with regard to their benefit costs.**

Customer feedback has shown that many of our customers wanted their claims settlements to be more transparent and easier to understand. In response we have developed our new and user-friendly invoice translator, which translates the individual tariff items in invoices submitted by patients or service providers into plain language by deciphering outpatient tariffs on bills issued by doctors, chiropractors and physiotherapists.

## Invoices are easier to understand

The innovative invoice translator, which is based on the software of our experienced partner ELCA, helps our customers understand their invoices more easily. In the customer portal and Sanitas Portal app, the translation is integrated directly into the billing system and the original invoice simply attached. This new function simplifies the billing process for our customers and makes invoices easier to understand. As individual tariff items are now grouped together, invoices are also much clearer than before.

## Range of innovative services

CEO Dr Andreas Schönenberger is pleased with the launch of the invoice translator: "We're demonstrating once again our innovative strength and offering our customers another user-friendly service. This gives them a transparent tool that helps them understand and check their bills more easily".

The invoice translator dovetails perfectly with the range of innovative and mostly digital services with which Sanitas makes life easier for its customers:

- Pay invoices easily by Twint or credit card
- Discounted health offers in cooperation with Medbase
- Food Scanner in the Sanitas Active app
- Sanitas Coach app for a healthy heart

## Good to know

The independent online comparison website moneyland.ch tested the customer portals and mobile apps of Swiss health insurers and published the results in October 2019. Sanitas secured the top spot ahead of all other health insurers for the functionality of its customer portal.

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**About Sanitas**
The Sanitas Group (www.sanitas.com) runs both a basic insurance (Sanitas Grundversicherungen AG and Compact Grundversicherungen AG) and supplementary insurance business (Sanitas Privatversicherungen AG). With around 835,000 customers and a premium volume of CHF 2.9 billion, Sanitas is one of the biggest health insurers in Switzerland.

**Further information**
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Images: a screenshot of the invoice translator is available here: www.sanitas.com/photo_invoice_translator

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