



Checking Invoices

Taking a closer look pays off

Are your medical and hospital invoices correct? We help you make sure they are.



Save doubly

Thanks to lower cost sharing
for you and lower premiums
for all



CHF 366 millions

The amount CONCORDIA saves
every year by managing benefits
and checking invoices



Thank you

Your assistance
is valuable!

Rückforderungsbeleg

Dokument	Identifikation	12345678	05.10.2020 11:05:15	Seite 1
Rechnungssteller	GLN-Nr. (B)	2000123456789	Dr. med. Peter Muster	Tel:
	ZSR-Nr. (B)	A123456	Seestrasse 120, 6000 Luzern	Fax:
Leistungserbringer	GLN-Nr. (P)	2000123456789	Dr. med. Peter Muster	Tel:
	ZSR-Nr. (P)	A123456	Seestrasse 120, 6000 Luzern	Fax:
Patient	Muster Monika, 28.03.1964			

Patientendetails	Name	Muster	GLN-Nr.	
	Vorname	Monika		
	Strasse	Dorfstrasse 27		
	PLZ	6000		
	Ort	Luzern		
	Geburtsdatum	28.03.1964	Monika Muster	
	Geschlecht	W	Dorfstrasse 27	
	Unfall-/Verfügungsnr.		6000 Luzern	
	AHV-Nr.			
	VEKA-Nr.			
	Versicherten-Nr.			
	Kanton	LU		
	Kopie	Nein		
	Vergütungsart	TG	Kostengutsprache-Datum/-Nr.	
	Gesetz	KVG	Rechnungs-Datum/-Nr.	18.08.2020 / 123456
	Vertrags-Nr.		Mahn-Datum/-Nr.	/
	Behandlung/Tage	21.07.2020 - 21.07.2020 /	APID / ACID	/
	Behandlungsart	Ambulant	Behandlungsgrund	Krankheit
	Hospitalisierung		Austrittsabteilung	
	Eintrittsart		Versicherungsklasse	
Leistungserbringertyp		Eintrittsindikation		
Aufnahmeart		Spitalkostenbeitrag		
Entlassungsart		Abklärung Garant		
Betriebs-Nr./Name				
Rolle / Ort	/ Praxis			

Zuweiser	GLN-Nr./ZSR-Nr.	/
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Diagnose	N9
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GLN-Liste	1/2000123456789
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Bemerkung	
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1	2	3	4	5	6	7	8										
Datum	Tarif	Tarifziffer	Bezugsziffer	Si	St	Anzahl	TP AL / Preis	f AL	TPW AL	TP TL	f TL	TPW TL	A	V	P	M	Betrag
21.07.2020	001	00.0010		1		1.00	10.42	1.00	0.82	8.19	1.00	0.82	1	1	1	0	15.26
Konsultation, erste 5 Min. (Grundkonsultation)																	
21.07.2020	001	00.0015	00.0010	1		1.00	10.88	1.00	0.82	0.00	1.00	0.82	1	1	1	0	8.92
+ Zuschlag für hausärztliche Leistungen in der Arztpraxis																	
21.07.2020	001	00.0020	00.0010	1		1.00	10.42	1.00	0.82	8.19	1.00	0.82	1	1	1	0	15.26
+ Konsultation bei Personen über 6 Jahren und unter 75 Jahren, jede weiteren 5 Min. (Konsultationszuschlag)																	
21.07.2020	001	00.0030	00.0010	1		1.00	5.21	1.00	0.82	4.10	1.00	0.82	1	1	1	0	7.63
+ Konsultation, letzte 5 Min. (Konsultationszuschlag)																	
21.07.2020	001	00.0415		1		1.00	10.42	1.00	0.82	9.34	1.00	0.82	1	1	1	0	16.20
Kleine Untersuchung durch den Facharzt für Grundversorgung bei Personen über 6 Jahren und unter 75 Jahren, pro 5 Min.																	
21.07.2020	001	00.0510		1		1.00	10.42	1.00	0.82	8.19	1.00	0.82	1	1	1	0	15.26
Spezifische Beratung durch den Facharzt für Grundversorgung bei Personen über 6 Jahren und unter 75 Jahren, pro 5 Min.																	
21.07.2020	001	00.2510		1		1.00	50.00	1.00	0.82	0.00	1.00	0.82	1	1	1	0	41.00
9 Notfall-Inkonvenienzpauschale A, Mo-Fr 7-19, Sa 7-12																	
21.07.2020	402	7680561890512		1		1.00	20.35		1.00				1	1	1	0	20.35
10 Cetallerg Sandoz Tabl 10 mg 30 Stk																	

MWSt Nr:		Anzahlung:	0.00	Gesamtbetrag:	139.90
Währung:	CHF	Mahngebühren:	0.00	davon PFL:	139.90
IBAN:				Fälliger Betrag:	11 139.90

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Here is how you can check your invoices:

- 1 **Date of treatment: Are the specified dates consistent with the dates in your appointment book?**
- 2 **Tariff number: Is this medicine or a consultation?**
- 3 **The amount invoiced per tariff position:**
 - Is the duration of the consultation that has been invoiced correct?**
 - Did you receive the number of packages of medicine or materials mentioned?**
 - Were the invoiced benefits (e.g. an X-ray examination) rendered?**
- 4 Charge point of the medical service
- 5 Charge point value of the medical service (varies from canton to canton)
- 6 Charge point of the technical service
- 7 Charge point value of the technical service (varies from canton to canton)
- 8 Amount of each tariff position; sum of the medical and technical services (number x charge points x charge point value)
- 9 **Emergency surcharge: Did you go to the doctor's office or hospital without an appointment and were you treated without waiting?**
 - Did the doctor come to your home without delay?**
 - Was your call forwarded to the medical professional without a waiting period?**
- 10 Medicines and medical aids
- 11 Total amount of the invoice

Explanations

KVG/LAMal = Swiss federal law on health insurance

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I found a mistake in the invoice. What should I do now?

If you have any doubts about an invoice or notice an error, contact your CONCORDIA agency directly, which will be able to help you.

The healthcare provider has sent the invoice directly to CONCORDIA, and I did not receive a copy. What can I do?

Invoices that healthcare providers – for example doctors or hospitals – have sent directly to CONCORDIA can be accessed digitally at any time and from anywhere in the myCONCORDIA customer portal.

All healthcare providers are legally obliged to send you a copy of the invoice free of charge. If you have not received a copy of your invoice, you can request one directly from your healthcare provider using the form below.



Bundesplatz 15 · 6002 Lucerne · Phone +41 41 228 01 11
info@concordia.ch · www.concordia.ch

A.30.E.04 (09/23)

I would like to receive a copy of the invoice in the future.

In the future, I would like to automatically receive a copy of invoices that are sent directly to my health insurance provider by mail to my address.

Ms. Mr.

Date of birth

First name

Surname

Street, n°

Postal code, town

Location, date

Signature