

Recognition of therapists

To be recognised by Sympany, therapists must be registered with EMR or ASCA for a method recognised by Sympany and have appropriate qualifications.

Since January 2022, Sympany now only recognises therapists who have registered with an industry certificate, an Advanced Federal PET Diploma, a Federal PET Diploma or a university degree. This only applies for new registrations in methods holding the professional titles of OdA AM, OdA Artecure, OdA KT, medical massage therapists and osteopaths. Therapists who were already recognised with a method registered before 31 December 2021 will continue to be recognised. Sympany recommends that therapists obtain an appropriate professional title in order to ensure long-term recognition in the Swiss healthcare system.

If a practitioner is already registered for a method recognised by Sympany in accordance with the relevant registration conditions, no further steps are necessary. Sympany regularly receives up-to-date data from the registration authorities. Any changes of name or address should be reported directly to the registration authorities.

Important: Registration, and thus recognition by Sympany, is personal and non-transferable. The services cannot be delegated. All services invoiced using the personal ZSR number must have been provided personally by the registered or recognised person.

Additional requirements for recognised therapists:

- **Professional therapeutic conduct:** The profession is practised in accordance with personal competences, professional regulations and ethical guidelines, as well as the regulations standard in the industry.
- **Transparent invoicing:** All services rendered are invoiced transparently.
- **Use of invoicing standard and Tariff 590:** Sympany expects complementary medicine therapists to invoice their services in accordance with Tariff 590 and to use the harmonised invoicing standard. The Tariff is publicly available and the professional organisations have provided translation aids so that the Tariff codes can be assigned to the registered method. These can be found on the websites of the professional organisations involved. The PDF invoice form can be downloaded from the members' area of the registration authority. Please contact your registration authority for this purpose. We recommend that all therapists use a software solution. The advantage of this is that the tariff structure is automatically updated and additional functions are available which are important for the day-to-day work of therapists. Some professional organisations offer a comparison list of software solutions – please contact your professional association in this regard.

- **Use of the ZSR number:** In complementary medicine (VVG), therapists are recognised on a personal and non-transferable basis. Each therapist therefore has their own ZSR number. The attending therapist invoices the client for the services provided. Invoicing services from different therapists using the same ZSR number is not permitted. Sasis AG is responsible for issuing the ZSR number. Your registration authority is in direct contact with Sasis AG for payment and administration of the ZSR number.
- **Waiver of invoicing for self-help therapy and treatments in the family environment:** According to current Federal Court rulings, self-help therapies cannot be invoiced. Sympany does not contribute towards the costs of treatment for family members, but regards these as self-evident free services as part of the family's duty to support. The service provider therefore waives invoicing for the treatment of family members. If there are important reasons for treatment by family members that go beyond the usual level of family duty of care, therapists may, with the consent of the patient, submit a detailed cost assumption request in advance, documenting the reasons for treatment, the treatment goals, the treatment plan, the duration of treatment and the frequency of the planned treatment.
- **Collaboration with Sympany:** If the patient has a power of attorney, the service provider will provide transparent and complete information about the therapy process and the treatment concept.