

DESIGNATED SERVICE PROVIDER CONTACT DETAILS

CHRONIC MEDICINE

Chronic medicine is used on an ongoing basis to treat chronic health conditions such as diabetes, hypertension and hypothyroidism. You will need to apply for authorisation for your chronic medicine with us.

Call: 0860 002 108
Email: chronicmeds@bonitas.co.za

ER24

Is the designated service provider for all emergency medical services for Bonitas members and their registered dependants.

Call: 084 124
Claims: claims@er24.co.za
Website: www.er24.co.za
Compliments and Queries: cqc@er24.co.za

BONITAS BABY BAGS

We give all pregnant members a beautiful baby bag to congratulate you on the arrival of your bundle of joy. All members who are at least 24 weeks pregnant may register for the Bonitas baby bag.

Call: 0860 999 121

BABYLINE

The Babyline benefit is available on all Bonitas plans for children under three years. It is a 24 hour children's health advice line for children under 3 years.

Call: 0860 999 121

OPTICAL BENEFITS

Our optical benefits are designed to offer our members cost-effective, quality eye care. Our contracted service provider for optical benefits is PPN.

Call: 041 065 0650
Email: bonitas@ppn.co.za
Website: www.ppn.co.za

MATERNITY CARE BENEFITS

Should you have any health-related queries during your pregnancy, you can call the 24/7 Maternity Health Advice line.

Call: 087 056 9888

HOSPITAL PRE-AUTHORISATION

All hospital stays including emergencies must be authorised to ensure that your hospital stay is covered. It is best to do this at least two days before you go to hospital. Your in-hospital benefits will depend on the plan you're on. These are subject to Scheme Rules and available benefits. If you do not get pre-authorisation, you will be liable for the full hospital account.

Call: 0860 002 108
Email: hospital@bonitas.co.za

INTERNATIONAL TRAVEL BENEFIT

The International Travel Benefit offers Bonitas members cover for medical emergencies when they travel outside the borders of South Africa. Cover is provided for any trip not exceeding 90 days and is limited to R5million per person. The benefit is managed by Europ Assistance SA and is underwritten by GENRIC Insurance Company Limited (FSP: 43638) an Authorised Financial Services Provider and registered short-term insurer, administered by Linkham Services SA (Pty) Ltd (FSP: 45396).

Call: +27(0) 87 135 4795
Email: bonitas-assist@linkham.com

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BACK AND NECK PROGRAMME

The back and neck programme helps members living with chronic back and neck pain treat, the cause of their pain and improve their quality of life. Run by Documentation Based Care (DBC) the programme incorporates the best protocols to improve functional ability and work capability – successfully and effectively – with minimum pain.

Please note: The programme does not cover the costs of x-rays, scans and prescribed medicines

Call: 0860 105 104
Website: www.dbcса.co.za

REGISTER WITH PHARMACY DIRECT

Pharmacy Direct is the Designated Service Provider for chronic medicine. They will deliver your medicine to your home, work or to the nearest Post Office, depending on your needs, at no extra cost. If your medicine is declined or if further information is required to assess your request, this will be communicated to you and your treating doctor.

Please note: You first need to register for the chronic medicine benefit before you can register with Pharmacy Direct.

Web: www.pharmacydirect.co.za
Call: 0860 027 800
Email: care@pharmacydirect.co.za
Fax: 0866 1140 00/1/2
Please call me: 083 690 8934

CANCER PROGRAMME

This programme gives you access to a team of professionals that offers the medical, emotional and financial support you need. It offers members diagnosed with cancer emotional support and manages your oncology benefits on your behalf by liaising with your doctor on your treatment plan and where possible, matching it to your available benefits.

Call: 0860 100 572
Email: oncology@bonitas.co.za

DENTAL PROGRAMME

Our dental benefits are managed by DENIS, the largest network of dental professionals in South Africa. All dental procedures have pre-defined benefits, which are paid at the Bonitas Dental Tariff. All dental benefits are subject to managed care protocols and interventions, which may include the requirement of treatment plans and/or x-rays prior to benefit application.

Call: 0860 336 346
Fax: 0866 770 336
Email: bonitasenq@denis.co.za
Claims: claims@denis.co.za
Hospital authorisations: hospitalenq@denis.co.za
Orthodontic and implant authorisations: ortho@denis.co.za
Crown and bridge authorisations: crowns@denis.co.za
Periodontal authorisations: perio@denis.co.za

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DIABETES PROGRAMME

This programme is based on the principles of patient-centred care and embraces a personalised approach. It takes all your other medical needs into account, including any other chronic conditions you may have. In addition, we continue to work with your doctor who looks after your chronic conditions in order to provide co-ordinated quality care.

Call: 0860 002 108
Email: diabeticcare@bonitas.co.za

HIP AND KNEE PROGRAMME

The hip and knee programme manages hip and knee replacements. Our partners for the programme are Improved Clinical Pathway Services (ICPS) and JointCare. ICPS and JointCare are groups of orthopaedic surgeons that specialise in performing hip and knee replacements according to standardised clinical care pathways. These care pathways have been developed in accordance with evidence-based outcomes to ensure that the quality of the hip and/or knee replacement is of the highest standard and to ensure the best health outcomes.

DETAILS FOR ICPS

Call: 011 327 2599
Website: www.icpservices.co.za

DETAILS FOR JOINTCARE

Call: 011 568 3334
Website: <https://joint-care.co.za/agreements/bonitas/>

HIV/AIDS PROGRAMME

Our HIV/AIDS programme helps individuals with HIV/AIDS live longer, more productive lives. Run by Aid for AIDS, South Africa's leader in HIV/AIDS management and care, it takes a revolutionary, integrated approach to HIV/AIDS management. The programme is designed to meet the needs of patients and equip them with the treatment and tools to lead normal, fulfilled lives. It acts as a care-coordinator between Bonitas, doctors, pathology labs, pharmacies and patients.

Call: 0860 100 646
Fax: 0800 600 773
Email: afa@afadm.co.za
Website: www.aidforaids.co.za
Mobi-site: www.aidforaids.mobi
Please call me: 083 410 9078

MENTAL HEALTH PROGRAMME

This programme aims to improve your quality of life and empowers you to manage your condition more effectively. Once you've enrolled on the programme, a dedicated Care Manager will be assigned to assist you and will collaborate with your treating doctor to ensure that you get the support you need.

Call: 0860 106 155
Email: mentalhealth@bonitas.co.za