

DESIGNATED SERVICE PROVIDER CONTACT DETAILS

2025



BABYLINE

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

Tel: **0860 999 121**

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. Applicable to all members except BonCap, BonStart and BonStart Plus.

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

Call: **0860 105 104**

Website: **www.dbcsa.co.za**

BONITAS MATERNITY PROGRAMME

Our Maternity Programme offers expectant members support and pregnancy education during their maternity journey. These include weekly stage appropriate SMSs, online antenatal classes, health advice and more. As a pregnant member you also get 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.

Maternity Programme registration: 0860 999 121

Baby bag registration: 0860 999 121

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**

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**

DENTAL BENEFITS

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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EMERGENCY MEDICAL SERVICES: BONITAS SOS

Bonitas SOS is our dedicated emergency medical service for Bonitas members and their registered dependants. Run by our partner, Europ Assistance, Bonitas SOS offers you access to a larger network of emergency medical service providers.

Bonitas App:

Call:

Email:

Compliments/Complaints:

Request an ambulance through the Bonitas app

0860 555 505

bonitasclaims@europassistance.co.za

bonitaspostauth@europassistance.co.za

queries@bonitas.co.za

FEMALE HEALTH PROGRAMME

Our Female Health Programme, launched in collaboration with CareWorks, is designed to complement our existing benefits and empower women to prioritise their health. Through online health assessments and healthcare interventions like preventative screening, we aim to empower women to take charge of their health. Following assessment results, a dedicated care coordinator will provide personalised guidance to ensure the best health outcomes. This programme is accessible to all female members aged 18 and above, with an emphasis on preventative care and early detection of female-specific health issues. Our Toddler Care Programme, also available to all members, offers a 24/7 medical advice line for children of all ages, online screenings for infant and toddler health, as well as milestone and vaccination reminders for children under 3 years.

Contact information:

Call centre: 0860 999 121

Email: bonitasfemalehealth@careworks.co.za

Website: bonitasfemalehealth.co.za

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

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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 via standardised clinical care pathways (developed in accordance with evidence-based outcomes) and/or expert led Peer Panels and Peer Reviews. The ultimate aim is to ensure that the quality of the hip and/or knee replacement is of the highest standard and to ensure the best health outcomes. For single joint, first time hip and knee replacements.

DETAILS FOR ICPS

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

DETAILS FOR JOINTCARE

Call: **011 568 3334**
Website: www.joint-care.co.za

HIV/AIDS PROGRAMME

Our HIV/AIDS programme helps individuals with HIV/AIDS live longer, more productive lives. Run by Afa, 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**
Email: afa@afadm.co.za
Website: www.afa.co.za
Please call me: **083 410 9078**
Email (for BonCap): BonCapCares@bonitas.co.za
Call (for BonCap): **0861 239 333**

INTERNATIONAL TRAVEL BENEFIT

The International Travel Benefit provides Bonitas members (excluding Boncap members) with coverage for medical emergencies while travelling outside the borders of South Africa. This benefit includes coverage for leisure travel up to 60 days and business travel up to 30 days. Coverage limits are up to R2.5 million per family when travelling outside the USA, and up to R500 000 per family for travel to the USA. Pre-authorisation for all medical expenses is mandatory to ensure coverage. The Bonitas International Travel benefit is managed by Europ Assistance and administered by Linkham Services SA (Pty) Ltd (FSP 45396), and is underwritten by GENRIC Insurance Company Limited (FSP: 43638), an Authorised Financial Services Provider and licensed non-life insurer.

International benefit activation before travel:

Call: **+27 (010) 211 4958**
Email: bonitas-assist@linkham.com

Emergency medical assistance while overseas:

Call: **+27 11 991 8174**
Email: assist@europassistance.co.za

MARARA PHARMACY

Marara Pharmacy is the Designated Service Provider for chronic medicine on Primary, Primary Select and BonCap. As a courier pharmacy they are committed to delivering high-quality, cost-effective care to our members. They can deliver chronic medicine to your address of choice - this could be your home, work address or for pick up at your doctor's rooms.

Email: bonitas@mararapharm.co.za
Website: www.mararapharmacy.co.za
Reception: **012 883 5000**
Customer support: **0860 MARARA or 0860 627 272**
(Active from 1 January 2025)
WhatsApp: **060 072 8744** (Active from 1 January 2025)

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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. The Mental Health Programme is available on all Bonitas options.

Call: 0860 106 155
Email: mentalhealth@bonitas.co.za
Call (BonCap): 0861 239 333
Email (BonCap): boncapwellness@bonitas.co.za

ONCOLOGY MANAGEMENT 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

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.

Self-help Interactive Voice Centre: 041 065 0650
Email: bonitas@ppn.co.za
Website/Live chat: www.ppn.co.za

REGISTER WITH PHARMACY DIRECT

Pharmacy Direct is the Designated Service Provider for chronic medicine on certain plans. 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
WhatsApp: 086 002 7800 (Type "Hi" to start conversation with an agent)

PALLIATIVE CARE PROGRAMME

The Aligned Palliative Care Programme offers specialised care for anyone with serious cancer, focusing on providing relief from symptoms and stress. This could be by controlling physical pain, helping you to sleep better, or helping you with your emotional needs. The programme supports you and your family, and helps you to live well while you're managing a serious illness.

Please note that you need to enrol on the programme in order to access the benefits. Contact Aligned to confirm if you are eligible for enrolment.

Call: 087 550 3399
Email: info@alignd.co.za