

CHRONIC MEDICINE

2025



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.

A 30% co-payment applies if you choose to use medicine which is not listed on the applicable formulary or if you do not use a **Designated Service Provider** where required.

HOW DO I APPLY FOR CHRONIC MEDICINE?

01

Get a prescription from your doctor.

Log in to www.bonitas.co.za and apply online or call us on 0860 002 108 or email chronicmeds@bonitas.co.za or ask your doctor or pharmacist to call us on 0861 100 220 and apply on your behalf.

02

Once your application has been assessed, you will receive a medicine authorisation table listing the chronic authorisations to be paid from your chronic medicine benefit.

03

FOR BONCAP

01

Get a prescription from your BonCap Network doctor.

Call us on 0861 239 333 to register your chronic medicine or email your script to BonCapChronic@bonitas.co.za. You can also send your script directly to Marara Pharmacy at bonitas@mararapharm.co.za.

02

Once your application has been assessed, you will receive a medicine authorisation letter with details of your authorised chronic medicine.

03

WHAT HAPPENS IF MY APPLICATION IS DECLINED?



If your application is declined*, you may need to:

- Send us a motivation from your doctor
- Send us additional test results
- Consider using different medicine

*Please see the letter accompanying your medicine access card for more details on why it was declined.

CHRONIC MEDICINE

2025



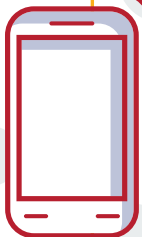
HOW DO I UPDATE MY MEDICINE?

When you apply for chronic medicine, you are approved for treatment of your condition and not a specific medicine only (on all options other than the BonCap option, where specific medicine is approved for the condition). When you need to change or add a medicine for your condition, you can do this through your pharmacy or Pharmacy Direct with your new prescription without contacting us. If you are diagnosed with a new condition, your pharmacist or doctor can call us to authorise the specific condition (if covered on your option). **All prescriptions are only valid for 6 months. Please send your pharmacy or Pharmacy Direct an updated prescription every 6 months so you continue to receive your medicine.**

CONSIDER GENERICS TO MAKE YOUR BENEFITS STRETCH FURTHER

A generic drug is a pharmaceutical equivalent to a brand-name product in dosage, strength, use, quality and performance. Generics are usually more cost effective than originals but work just as well, helping you get more value for money as they attract no or minimal co-payments.

DETAILS FOR CHRONIC MEDICINE



@ Email: chronicmeds@bonitas.co.za

📞 Call: 0860 002 108

For BonCap

@ Email: BonCapChronic@bonitas.co.za

📞 Call: 0861 239 333

📞 Please call me: 083 690 8934

📞 WhatsApp: 086 002 7800 (Type "Hi" to start conversation with an agent)