

2024

## DESIGNATED SERVICE PROVIDER CONTACT DETAILS

### 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.

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. Various treatment options are available according to the scheme option selected.

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

Call: 0860 105 104

Website: [www.dbcso.co.za](http://www.dbcso.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: 087 056 9888

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](mailto:chronicmeds@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:

Fax:

Email:

Claims:

Hospital authorisations:

Orthodontic and implant authorisations:

Crown and bridge authorisations:

Periodontal authorisations:

0860 336 346

0866 770 336

[bonitasenq@denis.co.za](mailto:bonitasenq@denis.co.za)

[claims@denis.co.za](mailto:claims@denis.co.za)

[hospitalenq@denis.co.za](mailto:hospitalenq@denis.co.za)

[ortho@denis.co.za](mailto:ortho@denis.co.za)

[crowns@denis.co.za](mailto:crowns@denis.co.za)

[perio@denis.co.za](mailto:perio@denis.co.za)

### BONITAS SOS

Bonitas SOS is our dedicated new 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.

Call:

Email:

Compliments/Complaints:

0860 555 505

[bonitasclaims@europassistance.co.za](mailto:bonitasclaims@europassistance.co.za)

[bonitaspostauth@europassistance.co.za](mailto:bonitaspostauth@europassistance.co.za)

[queries@bonitas.co.za](mailto:queries@bonitas.co.za)

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### 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](mailto:hospital@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](mailto: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 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](http://www.icpservices.co.za)

**DETAILS FOR JOINTCARE**  
Call: 011 568 3334  
Website: [www.joint-care.co.za](http://www.joint-care.co.za)

### INTERNATIONAL TRAVEL BENEFIT

The International Travel Benefit offers Bonitas members coverage for medical emergencies outside the borders of South Africa. Coverage includes leisure and business travel for up to 90 days. Medical limits are up to R5 million per member or R10 million, including dependants. Business travel coverage is limited to 45 days. USA trips covered up to R500 000, including dependants. Pre-authorisation for all medical expenses is mandatory. 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](mailto:bonitas-assist@linkham.com)

**Emergency medical assistance while overseas:**  
Call: +27 11 991 8174  
Email: [assist@europassistance.co.za](mailto:assist@europassistance.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](mailto:afa@afadm.co.za)  
Website: [www.afa.co.za](http://www.afa.co.za)  
Please call me: 083 410 9078  
Email (for BonCap): [BonCapCares@bonitas.co.za](mailto:BonCapCares@bonitas.co.za)  
Call (for BonCap): 0861 239 333



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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. Applicable to BonComprehensive, BonClassic, Standard and Standard Select.

Call: 0860 106 155  
Email: [mentalhealth@bonitas.co.za](mailto:mentalhealth@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](mailto:bonitas@ppn.co.za)  
Website/Live chat: [www.ppn.co.za](http://www.ppn.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](mailto:oncology@bonitas.co.za)

### PALLIATIVE CARE PROGRAMME

The Alignd 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.

Email: [info@alignd.co.za](mailto:info@alignd.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](http://www.pharmacydirect.co.za)  
Call: 0860 027 800  
Email: [care@pharmacydirect.co.za](mailto: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)