

REGISTER WITH PHARMACY DIRECT



Bonitas
Medical Aid for South Africa

2025

Pharmacy Direct is the Designated Service Provider for chronic medicine on certain plans. They will deliver your medicine to your home or workplace, 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.

HOW DO I GET ACCESS TO THIS BENEFIT?

01

Make sure that you've applied for the chronic medicine benefit and have a valid prescription.

02

Visit www.pharmacydirect.co.za to apply and submit your prescription online. You can also call them on 0860 027 800 or email care@pharmacydirect.co.za to request a form.

03

Complete the form and email it to care@pharmacydirect.co.za or fax it to 0866 114 000 or 0866 114 001. Please ensure you include your prescription with your application form. Your prescription must contain the following information: Medical aid number, dependant code, contact number and number of repeats.

HOW DO I UPDATE MY MEDICINE?

Medicine is automatically dispensed on a 28-day cycle. Pharmacy Direct uses an advanced scheduling and planning system to deliver medicine to patients on a monthly basis.

MAKE SURE YOUR PRESCRIPTION IS UPDATED

By law prescriptions are only valid for a maximum of six months. It is vital that you submit a new prescription to Pharmacy Direct at least 10 days before your current prescription expires. They will send you an SMS when a new prescription is needed. You can use the contact details below to update your prescription. Failure to provide a new prescription to Pharmacy Direct may result in you not receiving your chronic medicine.

ENSURE YOU DON'T HAVE ANY OUTSTANDING MEDICINE CO-PAYMENTS

If you have any outstanding accounts with Pharmacy Direct, medicine that attracts a co-payment may be excluded. Please contact Pharmacy Direct on the contact details below to resolve any such issues and ensure that you continue to receive your medicine. Always use your Bonitas membership number as the reference number when making a payment to Pharmacy Direct.

DETAILS FOR PHARMACY DIRECT

Call: 0860 027 800
Fax: 0866 1140 00/1/2

Email: care@pharmacydirect.co.za
Website: www.pharmacydirect.co.za



Send us a WhatsApp on 086 002 7800
Type "Hi" to start conversation with an agent

