

2026 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.

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?

1

Get a prescription from your doctor.

2

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.

3

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.

FOR BONCAP & BONCORE

1

Get a prescription from your doctor.

2

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

3

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

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.

2026 CHRONIC MEDICINE



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 and BonCore options, 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, Pharmacy Direct or Marara Pharmacy (depending on your plan) 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, Pharmacy Direct or Marara Pharmacy 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
& BONCORE**

@ Email: phachronic@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)