



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.

Please note: The pre-authorisation process may be delayed in complex cases which may require motivations and referrals to the medical advisor for consideration.

WHAT OTHER TREATMENTS OR PROCEDURES REQUIRE PRE-AUTHORISATION?

You will also need pre-authorisation for the following:

- Renal clinic admissions for dialysis
- Procedures in the doctor's rooms instead of hospitalisation
- Physical rehabilitation care in rehabilitation facilities
- Drug and alcohol rehabilitation in specific facilities
- Hospice admissions
- Oxygen therapy at home
- All specialised radiology (such as MRIs and CT scans)

HOW TO GET AN AUTHORISATION NUMBER

Have the following information ready:

- **Membership number**
- **Beneficiary name and date of birth**
- **Date of admission and proposed date of the operation**
- **Name of the doctor, their telephone number and practice number**
- **Name of the hospital, the telephone number and practice number**
- **All the relevant procedure and associated medical diagnosis codes (your doctor can assist you with this)**

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You can request pre-authorisation using any of the following options:

For all options except BonCap & BonCore

1. The Bonitas Member App
2. Online through the Member Zone
3. Email the information in Step 1 to hospital@bonitas.co.za
4. Call us on 0860 002 108

For BonCap & BonCore

1. Email the information in Step 1 to PHAauthorisations@bonitas.co.za
2. Call us on 0861 239 333

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Once your procedure has been authorised, you will receive a letter confirming pre-authorisation by email or post. This letter contains important information about your hospital stay. Please make sure that you read and understand the contents of the letter, as it explains how your procedure will be covered. If you are unsure of anything, please discuss the letter with your doctor.

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HOW DO I FIND A HOSPITAL ON THE NETWORK?

Simply log in to www.bonitas.co.za and use the Provider Locator tool under '**Networks**'. You can also use the Bonitas Member App or email queries@bonitas.co.za (for BonCap and BonCore - PHAQueries@bonitas.co.za) and we will assist you. We negotiate extensively with hospitals to ensure the best possible value for our members. As a result, we've partnered with strategically selected private hospital groups to help further our aim of making quality healthcare more affordable and

WHAT ABOUT EMERGENCIES?

All admissions, even emergency admissions, must be authorised. The authorisation request should be done within 48 hours from admission or on the first working day after a weekend or public holiday.

No account will be paid unless authorisation was obtained.

PRE-AUTHORISATION REQUESTS MAY BE DECLINED IF:

- The planned procedure is not covered by your benefit option as specified in the Scheme Rules
- The planned procedure is not in line with the acceptable treatment standards for a particular condition
- The appropriate clinical information has not been received
- Your Bonitas membership is inactive

DETAILS FOR HOSPITAL PRE-AUTHORISATION

FOR BONCAP AND BONCORE



Call: 0861 239 333



Email: PHAauthorisations@bonitas.co.za

FOR ALL OTHER OPTIONS



Call: 0860 002 108



Email: hospital@bonitas.co.za