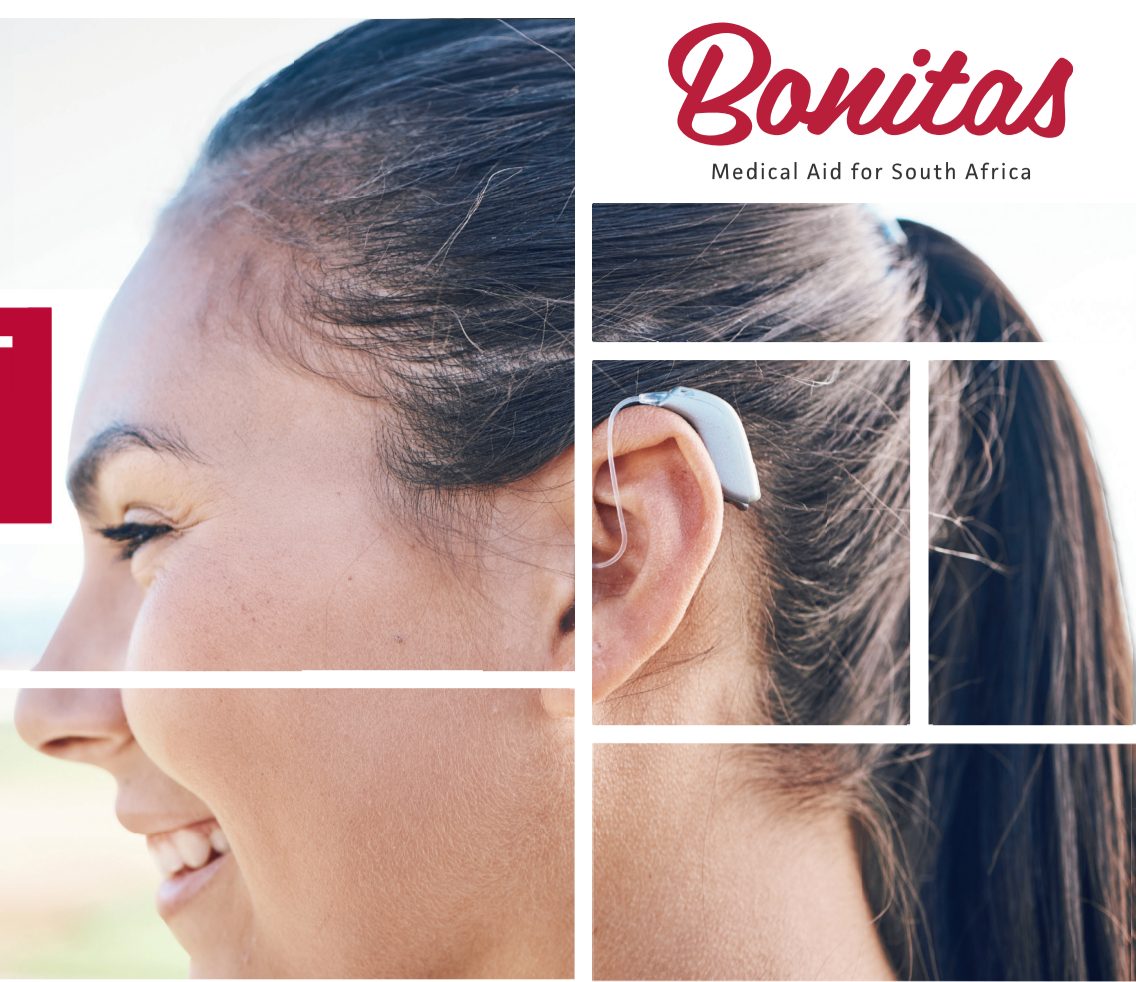


# HEARING LOSS MANAGEMENT (HLM) PROGRAMME

2026



Our comprehensive Hearing Loss Management (HLM) Programme is available to all members on qualifying benefit options who are experiencing hearing loss. Managed by hearConnect and delivered through a broad network of nationwide audiologists approved by hearConnect, the programme ensures a seamless, end-to-end journey — from initial assessment to hearing aid fittings and aftercare. Some audiologists within the network also offer mobile services, allowing members to be tested in the comfort of their own homes. To ensure that each member receives appropriate and effective care, treatment is guided by specific clinical protocols — with no co-payments or out-of-pocket expenses. By combining advanced audiological technology with expert clinical care, the HLM Programme offers members high-quality hearing aids and professional treatment designed to improve hearing and quality of life.

## WHO CAN ACCESS THE HLM PROGRAMME?

All members and their beneficiaries on BonComprehensive, BonComplete, BonClassic, Standard and Standard Select.

## WHAT IF YOU'RE NOT ON A QUALIFYING OPTION?

Members on all non-qualifying options may contact hearConnect for assistance, advice and recommendations on approved network audiologists and affordable, good quality hearing aids.

## WHAT DOES THE PROGRAMME OFFER?

By using an audiologist on the hearConnect Audiology Network, all your tests and consultations will be fully covered, subject to hearConnect treatment protocols and clinical pathways. Furthermore, you will not be charged any co-payments for prescribed hearing aids should you use an in-network service provider – subject to pre-authorisation and available benefits.

In addition, your hearing aid benefit will renew every 3 years (from date of last claim) and all devices will carry an 18-month warranty for repairs, which will be facilitated by hearConnect.



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## HOW TO FIND AN AUDIOLOGIST ON THE NETWORK



You can locate your nearest Network Audiologist on the Provider Locator available on the hearConnect website, [www.hearconnect.co.za](http://www.hearconnect.co.za). You can also call hearConnect on **010 880 6414**, WhatsApp them on **064 760 6262** or email them at [bonitas@hearconnect.co.za](mailto:bonitas@hearconnect.co.za) to find your nearest network audiologist. They will then contact you to schedule an appointment and to also determine whether you'll require a visit from one of the mobile units due to your location or circumstances.

## HOW TO APPLY FOR AUTHORISATION?

Once your audiologist has diagnosed you with hearing loss, they will prescribe one or a pair of hearing aids, depending on your condition. In order to secure payment for the device/s, either you or your treating practitioner must obtain funding pre-authorisation from hearConnect. This is to ensure that the prescribed device meets the minimum quality standards for hearing aids and is priced to prevent any shortfalls.

Pre-authorisation for hearing aids can be obtained by having your audiologist complete the hearConnect Pre-Authorisation Form, available on the hearConnect website, and emailing it to [authorisations@hearconnect.co.za](mailto:authorisations@hearconnect.co.za).

## HOW TO SUBMIT A CLAIM?

If you need to submit a claim for reimbursement, you can email the medical account and proof of payment to [claims@hearconnect.co.za](mailto:claims@hearconnect.co.za). Please ensure the account contains all the necessary information including:

- Your membership number
- The correct dependant name and code (see your membership card)
- The relevant chargeable codes
- The audiologist's details and practice number
- The treatment date
- The relevant ICD-10 codes



## DETAILS FOR hearConnect

**Call:** 010 880 6414

**Hearing Aid authorisations:** [authorisations@hearconnect.co.za](mailto:authorisations@hearconnect.co.za)

**WhatsApp:** 064 760 6262

**Claim Submissions:** [claims@hearconnect.co.za](mailto:claims@hearconnect.co.za)

**Website:** [www.hearconnect.co.za](http://www.hearconnect.co.za)

**Queries:** [bonitas@hearconnect.co.za](mailto:bonitas@hearconnect.co.za)