

FREQUENTLY ASKED QUESTIONS

General queries	
Question	Bonitas response
How can I contact Bonitas?	Please click here to access the full list of contact details for Bonitas.
Where can I download the new Bonitas Member App?	The new enhanced Bonitas Member App is available for download through: • Google Play • Apple App Store • Huawei AppGallery
Why can't I register on the app? What must I do to gain access?	To register on the Bonitas Member App, visit www.bonitas.co.za/memberzone . If you've registered on the Member Zone, you'll be able to log in on the Member App with the same credentials. If you need assistance accessing the app, please email queries@bonitas.co.za .
Where can I access the Member Zone?	Simply visit www.bonitas.co.za/MemberZone to access the Member Zone. The platform provides 24/7 access to: • Benefits information • Membership information • Claims and documents • Self-service tools You will need to re-register when using the new Member Zone for the first time. You only need to register on either the app or the Member Zone. You can then use the same login details for both.
Can I still access my information digitally?	Yes. You can continue accessing your information and services through Bonitas digital platforms, including the: • Bonitas website • Bonitas Member App, and • Member Zone You can access WhatsApp on 076 172 3151
Where can I update my personal details?	You can update your details by logging in to the Bonitas Member App, then tap on the menu icon and select 'Membership'. Tap on the 'Contact' dropdown and edit the details you'd like to update.
What is the Scheme's new banking details?	Bank name: FNB Account name: Bonitas Medical Fund Account type: Cheque Account number: 62197993077 Branch: RMB Corporate Swift code: FIRNZAJJ
Where can I find the locations of the walk-in centres?	Please refer to the ' Get support ' section on the website to locate your nearest Bonitas walk-in centre.
How do I check my available benefits? Specifically, my day-to-day benefits.	You can access your benefits on the following digital platforms: • Member App

FREQUENTLY ASKED QUESTIONS

	• Member Zone These platforms give you a clear view of all the benefits available to you.
Billing queries	
What should I do when I've been double debited?	If you've noticed that your contributions have been debited twice, we recommend first checking whether you've recently changed your debit order date or updated your banking details, as this may affect how your contribution was collected. If you still believe you've been debited twice in error, please contact us as soon as possible so we can investigate and resolve the matter. Having your membership number and bank statement available will help us assist you more quickly.
Membership queries	
How can I get a new membership card?	We encourage our members to use digital membership cards which can be accessed via the Bonitas Member App and Member Zone. Physical cards can also be printed on request at the new Bonitas walk-in centres.
Where can I access my tax certificate?	Tax certificates were emailed to members on 25 May 2026. Members can also access their tax certificate on the Member Zone at http://www.bonitas.co.za/memberzone or on the Member App.
I want to add a dependant. How do I do that?	You can add a dependant by completing a Change of dependant's form . The form is available from your broker, your nearest walk-in centre or your Human Resources department if your medical aid is provided through your employer.
What's the TAT for claim payment once submitted?	The Medical Schemes Act requires valid claims to be paid within 30 days of being received. However, Bonitas processes claims every week, which means that valid claims are often paid well before the 30-day deadline.
Where do I submit a prompt review/appeal for rejected/short paid claims?	If you believe your claim has been rejected or paid incorrectly, you can request a review by emailing queryclaims@bonitas.co.za. To help us investigate as quickly as possible, please include your membership number, claim number, date of service and any supporting documentation.
How do I register on the Maternity Programme?	To register for the Maternity Programme, simply call 0860 999 121. Please note: Registering on the Maternity Programme does not activate your maternity benefits.
How do I register a new baby?	You must register your newborn within 30 days from date of birth by submitting the following documents to

FREQUENTLY ASKED QUESTIONS

	membermaint@bonitas.co.za: • Completed dependant registration form clearly stating the relationship of the newborn to the main member • The newborn's ID number/date of birth • Proof of identification for the newborn (e.g. birth certificate) If the birth certificate is not available, proof of birth is accepted, however, the birth certificate must be submitted as soon as possible to complete the process.
What is the Benefit Booster allocations?	It's an additional benefit amount that can be used to pay for eligible out-of-hospital claims once activated. Check your plan brochure to see your available Benefit Booster allocation and the actions you need to complete to fully unlock your benefit.
Does each member receive their own Benefit Booster allocation or is it one amount for the whole family on the membership?	The Benefit Booster offers one amount for the whole family. Child dependants under the age of 21 years can access the Benefit Booster once an adult beneficiary has completed the mental health assessment and wellness screening at a participating pharmacy. Each adult beneficiary must complete the mental health assessment and wellness screening to access the benefit.
Is the wellness questionnaire still available on the app and must it be done? Or must we only book an assessment at Clicks?	No, the questionnaire is no longer available on the app. To activate your Benefit Booster, you need to complete a mental health assessment and wellness screening at a Bonitas wellness day or participating pharmacy .
Where can we download historical tax certificates?	Historical tax certificates are currently not available for download from our digital platforms. To request a copy, please contact us on 0860 002 108, and we'll assist you.
Managed care queries	
How can I find a Provider on the network?	To find a provider on your network, you can use the Bonitas Provider Locator available on the Member Zone and Member App. This tool allows you to search for doctors, specialists, hospitals, and pharmacies within your network.
Where do I find a specialist on my network?	To find a specialist on your network, you can use the provider locator on our Member Zone or on the Bonitas Member App.
What is needed for valid hospital pre-authorisation?	The following information is required when requesting hospital pre-authorisation: • Membership number • Beneficiary name and date of birth • Date of admission and proposed date of the operation

FREQUENTLY ASKED QUESTIONS

	• 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) You can email the above info to hospital@bonitas.co.za or call us on 0860 002 108 with the above info ready.
My chronic medicine delivery is delayed. Where do I follow up?	You can follow up with your designated service provider for chronic medicine. This can be Marara Pharmacy or Pharmacy Direct, depending on the plan you have chosen.
Why are formulary list changes made every other day and why is it subject to change without giving us notice?	The formulary is reviewed regularly to ensure that it remains clinically appropriate and effective for members. Changes may depend on medicine availability, new medicine or alternatives, pricing, clinical evidence and other benefit considerations.
Why do we not receive official authorisation letters?	Authorisation letters are automatically sent to members, providers and hospitals using the contact details on system. To ensure that this is sent to you, please update your member details on our member app or call the contact centre on 0860 002 108 .
What channels can we use for quick authorisations?	Pre-authorisations can be requested by calling our contact centre on 0860 002 108 , emailing hospital@bonitas.co.za , or, if you are a provider, submitting the request via the Provider Zone.