



Dear Member

Welcome to the Bonitas Mental Health Programme

Our members are at the heart of our operations and we seek to act in your best interests at all times. We would like to welcome you to the Bonitas Mental Health Programme, and look forward to assisting you in improving your mental health and wellbeing.

We look forward to partnering with you

Collaboration with your doctor, and other healthcare professionals, is an important part of managing your health and wellbeing. You will be assigned a Care Manager, who will partner with you, your doctor and other healthcare professionals (such as a psychologist or social worker), where necessary, to ensure you get the best care possible.

We're here to support you on your journey to wellness

- Your Care Manager will phone you at agreed times and will ask you questions about your health, provide advice and support and then share information with your doctor.
- If the information that you provide indicates that you need to see your doctor, your Care Manager will advise you to make an appointment or assist you in making an appointment with your doctor.
- We will assist you in obtaining authorisations for appropriate healthcare services.
- We will provide information on how your doctor can use the Bonitas care plan to monitor and manage your health.
- We will assist with any queries related to any other chronic condition.
- We will explain the importance of preventative care and the use of your wellness benefits.

All information will be kept confidential

Rest assured all your clinical and personal information as well as any conversations we have with you, will be kept confidential. We will only share information with your doctor and other healthcare professionals if you have given us permission to do so.

Feel free to contact us

If you require assistance or have any questions about the programme, please call us on 0860 106 155.

Kind regards

Bonitas Medical Fund

Medical Aid for South Africa

Bonitas Medical Fund registration number: 1512

Mr J Bagg · Mr L R Callakoppen (Principal Officer) · Mr R Cowlin · Dr P Hill · Mr O Komane · Ms M Lesunyane · Mr M Netshisaulu
Mr J Ngwane · Mr P Ribbens · Ms J Usher · Mr J Venter