

# > HOW TO MANAGE YOUR MEDICINE

Benefits for chronic medicine, acute medicine and over-the-counter medicine are available on most of our plans. Learn how it works and how you can make the most of these benefits.

## CHRONIC MEDICINE

This is used on an ongoing basis to treat chronic health conditions such as diabetes, hypertension and hypothyroidism.

A 40% co-payment applies if you use medicine which is not listed on the applicable formulary or you do not use a Designated Service Provider where required

## BENEFITS FOR CHRONIC MEDICINE

Plan	Formulary	Where to get your medicine	Conditions covered	Benefit limits
BonComprehensive	Comprehensive	Any pharmacy	62	R12 450 per beneficiary R24 800 per family
BonClassic	Restrictive	Any network pharmacy if you have benefits available; thereafter, Pharmacy Direct	48	R10 200 per beneficiary R21 100 per family
BonComplete	Restrictive	Pharmacy Direct	31	PMB cover + 4 additional
BonSave	Restrictive	Pharmacy Direct	27 PMBs	PMB cover
BonFit	Restrictive	Pharmacy Direct	27 PMBs	PMB cover
Standard	Comprehensive	Any network pharmacy if you have benefits available; thereafter, Pharmacy Direct	44	R8 650 per beneficiary R17 350 per family
Standard Select	Comprehensive	Pharmacy Direct	44	R8 650 per beneficiary R17 350 per family
Primary	Restrictive	Pharmacy Direct	27 PMBs	PMB cover
Hospital Plus	Restrictive	Pharmacy Direct	27 PMBs	PMB cover
Hospital Standard	Restrictive	Pharmacy Direct	27 PMBs	PMB cover
BonEssential	Restrictive	Pharmacy Direct	27 PMBs	PMB cover

# HOW TO APPLY FOR CHRONIC MEDICINE

## Step 1

Get a prescription from your doctor

## Step 2

Log in to [www.bonitas.co.za](http://www.bonitas.co.za) and apply online

or

Call us on **0860 002 108**

or

Ask your GP or pharmacist to call us and apply on your behalf

## Step 3

Once your application has been approved, you will receive a medicine access card listing the medicines to be paid from your chronic medicine benefit.

### Make sure you have the following information when you apply:

- Your membership number
- The beneficiary's date of birth
- The ICD-10 code for your chronic condition
- The doctor's practice number
- The name and dosage details of the medicine you require

## REGISTER WITH PHARMACY DIRECT FOR MEDICINE DELIVERY

Pharmacy Direct is the Designated Service Provider for chronic medicine. They will deliver your medicine to your home, work or to the nearest Post Office, depending on your needs, at no extra cost.

### HOW DO I REGISTER WITH PHARMACY DIRECT?

You will need to register for this service as follows:

**Step 1:** Make sure you've applied for the chronic medicine benefit and have your prescription available.

**Step 2:** Visit [www.pharmacydirect.co.za](http://www.pharmacydirect.co.za) and download their application form or apply online. You can also call them on **0860 027 800** to request the form.

**Step 3:** Complete the form and email it to [care@pharmacydirect.co.za](mailto:care@pharmacydirect.co.za) or fax it to **0866 114 000** or **0866 114 001**.

**Step 4:** Email your prescription to [care@pharmacydirect.co.za](mailto:care@pharmacydirect.co.za) or fax it to **0866 114 000** or **0866 114 001**.

**Please note:** An original prescription is required for schedule 5 and 6 medicine.

### HOW SOON CAN I EXPECT DELIVERY OF MY MEDICATION?

If your medicine has been authorised, you should receive it based on the timelines below.

Case	Dispatch time	Note	Delivery time
First time delivery of urgent/ life-threatening medicine	Within 24-48 hours*	24-72 hours after leaving Pharmacy Direct, this depends on your location	24-72 hours, depending on location
First time delivery of other chronic medicine	Within 3-5 working days	24-72 hours after leaving Pharmacy Direct, this depends on your location	24-72 hours, depending on location
Delivery of medicine where a new, valid prescription has been received	Within 3-5 working days	24-72 hours after leaving Pharmacy Direct, this depends on your location	24-72 hours, depending on location

\***Please note:** This is dependent on your medicine being approved and Pharmacy Direct being alerted

Medicine is automatically dispensed on a 28-day cycle. Pharmacy Direct uses an advanced scheduling and planning system to deliver medicine to patients on a monthly basis.

### WHAT HAPPENS IF MY APPLICATION IS DECLINED?

If your application is declined, you may need to:

- Send us a motivation from your GP
- Send us additional test results
- Consider using different medicine

## HOW DO I UPDATE MY MEDICINE?

When you apply for chronic medicine, you are approved for treatment of your chronic condition and not a specific medicine only. This means that when you need to change or add a new medicine for your condition, you can do this quickly and easily at your pharmacy or Pharmacy Direct with your new prescription without having to contact us.

All prescriptions are only valid for **6 months**. Please make sure you send us an updated prescription every six months to ensure you continue to receive your medicine.

## OVER-THE-COUNTER MEDICINE

Your pharmacist can dispense over-the-counter medicine to you without a prescription from a doctor. Also known as Pharmacy Advised Therapy, this type of medicine is used to treat mild sore throats, colds, coughs and other minor ailments.

Claims for over-the-counter medicine are paid from your savings or day-to-day benefits. Please make sure that you have benefits available or your claim will be rejected.

Plan	Benefit limit
BonComprehensive	Paid from available savings and/or above threshold benefit
BonClassic	Paid from available savings
BonComplete	Paid from available savings and/or above threshold benefit
BonSave	Paid from available savings
BonFit	Paid from available savings
Standard	R700 per beneficiary R2 121 per family Paid from available day-to-day benefits
Standard Select	R700 per beneficiary R2 121 per family Paid from available day-to-day benefits
Primary	R440 per beneficiary R1 290 per family Paid from available day-to-day benefits.
Hospital Plus	No benefit
Hospital Standard	No benefit
BonEssential	No benefit

## ACUTE MEDICINE

Acute medicine is medicine prescribed by a doctor that you require to treat a condition for a short period of time. For example, antibiotics to treat a stomach bug. This is covered as follows:

Plan	Benefit limit
BonComprehensive	Paid from available savings and/or above threshold benefit
BonClassic	Paid from available savings
BonComplete	Paid from available savings and/or above threshold benefit
BonSave	Paid from available savings
BonFit	Paid from available savings
Standard	Paid from available day-to-day benefits
Standard Select	Paid from available day-to-day benefits
Primary	Paid from available day-to-day benefits
Hospital Plus	No benefit
Hospital Standard	No benefit
BonEssential	No benefit

### 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 cheaper than originals but work just as well, helping you get more value for money as they attract no or minimal co-payments.

### CONTACT DETAILS

For chronic medicine registration and queries

Call: 0860 002 108

Email: [chronicmeds@bonitas.co.za](mailto:chronicmeds@bonitas.co.za)

Fax: 0800 223 670

### PHARMACY DIRECT

[www.pharmacydirect.co.za](http://www.pharmacydirect.co.za)

086 002 7800

[care@pharmacydirect.co.za](mailto:care@pharmacydirect.co.za)

086 611 4000/1/2