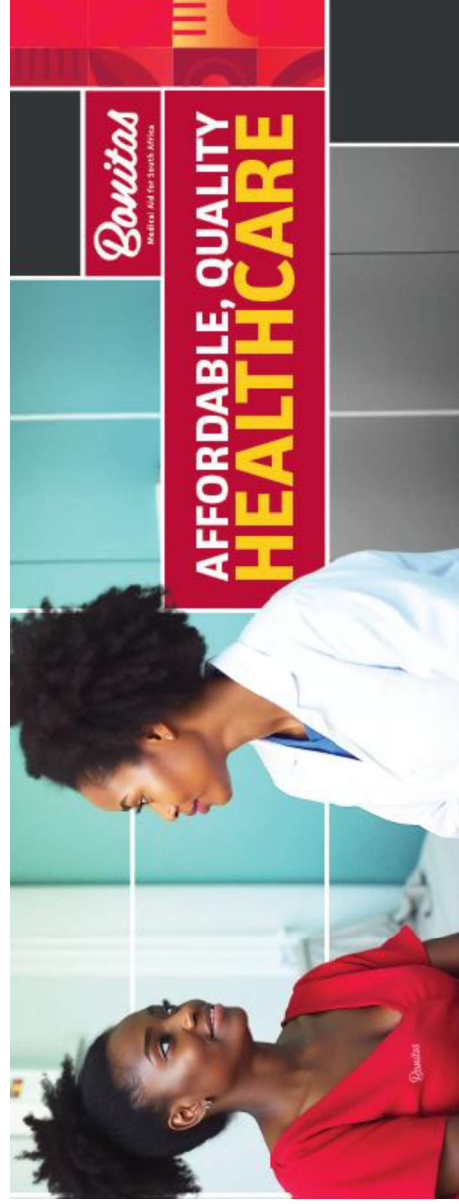




Departments	Contact details
Hospital authorisation and case management – BonCap and BonCore only	HBMescalations@pha.co.za
Hospital authorisation – All options	- hospital@bonitas.co.za - PreAuthescalations@pha.co.za
Case management – All options	- hospitalupdates@bonitas.co.za - CaseManescalations@pha.co.za
Disease management (Oncology, Mental Health, HIV, Renal, Maternity, Diabetes) All options	- HIV - bonitascares@pha.co.za - Diabetes PMB Queries- chronicpmb@pha.co.za - Oncology - bononcology@pha.co.za - Renal - renal@pha.co.za - Maternity - maternity@pha.co.za - drmescalations@pha.co.za 1st Line Escalation – medsmescalations@pha.co.za
Medicine management options	1st Line Escalation – PBMEscalations@pha.co.za
Pharmacy benefit management other options	1st Line Escalation – pnescalations@pha.co.za
Provider networks options	1st Line Escalation – MembershipEscalations@pha.co.za
Membership BonCap and BonCore only	
Client services - BonCap and BonCore only	CustomerServicesEscalations@pha.co.za
Hospital claims - BonCap and BonCore only	1ST Line Escalation – Claimsescalation@pha.co.za.

Departments	Contact details
Hospital & paper claim submissions - All other options	claims@bonitas.co.za
Claims query on associated provider claim (GP, Specialist, auxiliary - In and out of hospital)	- queryclaims@bonitas.co.za - bonmedspecims@momentum.co.za (excl. BonCap & BonCore)
Query on a previously submitted hospital claim (Facility claim)	- queryclaims@bonitas.co.za - Hospitalclaims@pha.co.za
Communication matrix	- Provider Zone – www.bonitas.co.za/providerzone - Provider contact centre – 0860 002 108 - Email first-time claim – claims@bonitas.co.za - Claim queries – queries@bonitas.co.za

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