

**CHANGE IN CHRONIC MEDICINE APPLICATION PROCESS FOR BONITAS
MEDICAL FUND – EFFECTIVE FROM 14th FEBRUARY 2011**

Medscheme has announced that the chronic benefit application process has been significantly enhanced. The new process allows members and Providers to conveniently make applications through the Medscheme website or via telephone.

This is part of their drive to enhance systems and processes to improve service to members. This improved process means that doctors no longer have to complete and fax applications. Furthermore, they will have the added benefit of being able to access the system 24 hours a day.

Applications will be authorised immediately, unless there are further interventions required. It is anticipated that this innovation in the Chronic Medicine Management application process will result in quicker turnaround times, fewer queries and greater member satisfaction.

As a result of this development, it is important to note that Medicine Management will no longer be accepting paper applications for chronic medication from 14 February 2011.

Members and Providers will only be able to register chronic medication through one of the two processes outlined below:

1) Applying for Chronic Medicine Telephonically :

The Member can call the Bonitas call centre on 0860 002108 and select the chronic medicine option on the IVR where they will be routed to a consultant who will assist them to register their chronic medication telephonically. Members will still require a script from their treating doctor to obtain the medication from their Pharmacy or DSP

The member's doctor or dispensing pharmacist can call the Chronic Medicine Management department between 8am and 4pm on 0860 100 608. The call will be routed to a clinical consultant who will request similar information as included on the Chronic Medicine Management application forms including the membership number, beneficiary date of birth, clinical examination information, ICD 10 code, medicine details, test results and motivations where applicable.

2) Applying for Chronic Medicine Online:

The member and provider can access the Bonitas website <https://www.bonitasmedicalfund.co.za> to complete an online application form.

First-time users will be required to register to obtain a user name and password to access the webpage.

On the homepage, there is an easy-to-use guide on completing the online application. Once the application form is completed and submitted, the applicant will receive an immediate response regarding the outcome of the application. Where more clinical information is required, members of the clinical team will correspond with the doctor and member to request more information.

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