

DENTAL PROGRAMME



Our dental benefits are managed by DENIS, the largest network of dental professionals in South Africa. All dental procedures have pre-defined benefits, which are paid at the Bonitas Dental Tariff. All dental benefits are subject to managed care protocols and interventions, which may include the requirement of treatment plans and/or x-rays prior to benefit application.



HOW DO I SUBMIT CLAIMS TO DENIS?

Ensure the following details are clearly visible on your claim:

- Your membership number
- The dentist's details and practice registration number
- The correct dependant name and code (see your membership card)
- The treatment date
- The relevant procedure codes
- The tooth numbers (if applicable)
- The relevant ICD-10 codes

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Email your claim to claims@denis.co.za or post the original copies of your dental claims to Private Bag X 1, Century City, 7446, Cape Town.

Please note: Failure to pre-authorise orthodontic treatment will result in payment only from the date of authorisation for the remaining months of treatment, provided that the treatment is clinically indicated.

DETAILS FOR DENIS

Call:	0860 336 346
Fax:	0866 770 336
Email:	bonitasenq@denis.co.za
For claims:	claims@denis.co.za
For hospital authorisations:	auths@denis.co.za
For orthodontic and implant authorisations:	ortho@denis.co.za
For crown and bridge authorisations:	crowns@denis.co.za
For periodontal authorisations:	perio@denis.co.za



HOW DO I FIND A DENTIST ON THE NETWORK?

The DENIS network has dentists located nationwide. To find a dentist on the network near you, go to www.denis.co.za and use the Find a Dentist tool.

WHICH DENTAL BENEFITS DO I NEED PRE-AUTHORISATION FOR?

You need to obtain pre-authorisation for plastic dentures and partial metal frame dentures by calling the DENIS call centre on **0860 336 346** or email customercare@denis.co.za.

- Crown and bridge procedures
- Orthodontics
- Implants
- Hospitalisation
- Intravenous / Conscious sedation
- Periodontics
- Plastic denture and partial metal frame denture

HOW DO I GET PRE-AUTHORISATION FOR THESE DENTAL PROCEDURES?

We require the following information for pre-authorisation:

- Hospital practice number
- Anaesthetist practice number
- Treating clinician
- Hospital admission date
- Procedure code(s) with ICD-10 code(s) and where relevant the applicable tooth numbers
- Main reason as to why the procedure is needed
- Medical report of special medical conditions (if applicable)

WILL I HAVE ANY CO-PAYMENTS?

A co-payment of R3 500 is applicable on all hospital admissions for dentistry on BonClassic, BonComplete, Standard, Standard Select, BonSave, BonFit, Primary, Primary Select and Hospital Standard. This does not apply to emergency hospital admissions. There are also co-payments for orthodontics on Standard, Standard Select and BonComplete. If you apply for authorisation for crown and bridge procedures after the treatment has been done, you will have to pay a 20% co-payment.

WHERE CAN I GET MORE INFORMATION ON MY BENEFITS FOR SPECIALISED DENTAL PROCEDURES?

DENIS supplies all dentists with a guide that illustrates the dental benefit management methodology and the amount charged for that procedure. Where the amount your dentist charges and the amount we will pay for a specific procedure differ, you have the right to negotiate this difference with your dentist. You can also visit www.denis.co.za to learn more.

WHAT OTHER DENTAL BENEFITS DO I HAVE ACCESS TO?

As a Bonitas member, you are automatically a member of the dental wellness programme. You will receive various treatment-related information leaflets and oral screenings, advice and dental products will be provided at your company's wellness days.