

> GP REFERRAL PROCESS

There is a growing trend of fragmented care, where a number of our beneficiaries are receiving duplicate treatment from multiple doctors and providers. This leads to poor patient experience and unsatisfactory outcomes. The GP referral process ensures that our members receive appropriate and effective care. It also helps to ensure that their benefits last longer by avoiding duplication of tests and consultations with specialists for concerns that can be handled by a GP.

In an effort to enhance the coordination of care, members are required to obtain a referral number from their GP before consulting with certain specialists. From January 2017, claims for specialist consultations without a valid referral number from a GP have been and will continue to be rejected (for member's own pocket) whenever the specialist consultation is payable from Risk.

The following exceptions were approved by Bonitas Medical Fund for all options except BonCap, where the member doesn't have to obtain a referral letter:

- One gynaecologist consultation or visit per year for female beneficiaries
- Maternity consultations
- Paediatrician consultations for children under the age of two
- Oncology consultations
- Ophthalmology consultations

HOW TO REGISTER FOR A SPECIALIST REFERRAL AUTHORISATION

Your GP can contact the Bonitas Healthcare Professional call centre on **0861 112 666** and register an authorisation for you or they can use the online facility.

If your GP refuses to obtain a specialist referral authorisation on your behalf, you must obtain a referral letter from the GP stating which specialist you are required to visit. You can then call the call centre on **0860 002 108** and the agent will assist you in obtaining a referral number. The specialist referral authorisations are valid for 6 months per practice type.

On BonCap if you do not obtain a referral from a Network GP for a specialist consultation, it will not be covered.

Please note: Specialist referral authorisation does not guarantee payment of the consultation. Your claim will be processed subject to available benefits.