

04 June 2026

Dear Service Providers

Bonitas Options – Escalations Matrix

Departments	Contact Details	Turnaround Time (TAT)
Hospital Authorisation and Case Management – BonCap and BonCore Only	HBMescalations@pha.co.za	8-working-hoursTurn Around Time
Hospital Authorisation – All Other Options	hospital@bonitas.co.za	80% within 1 working day; 90% within 2 working days; 100% within 3 working days.
	PreAuthescalations@pha.co.za	8-working-hoursTurn Around Time
	Viwe.Mavundla@pha.co.za	8-working-hoursTurn Around Time
	denise.nair@pha.co.za	8-working-hoursTurn Around Time
	Dumi.Zulu@healthcalibrate.net	8-working-hoursTurn Around Time
Case Management – All Other Options	hospitalupdates@bonitas.co.za	80% within 1 working day; 90% within 2 working days; 100% within 3 working days
	CaseManescalations@pha.co.za	8-working-hoursTurn Around Time

Tel (031) 267 5000 | www.pha.co.za

Corporate 66 Office Park, 269 Von Willich Avenue, Die Hoewes, Centurion, 0157

Registration Number: 1992/002840/07

Directors: Dr EM Monhla, Dr NY Hlatshwayo, AA Mahmood, Dr SA Mbuli-Madikazi

	Viwe.Mavundla@pha.co.za	8-working-hoursTurn Around Time
	denise.nair@pha.co.za	8-working-hoursTurn Around Time
	Dumi.Zulu@healthcalibrate.net	8-working-hoursTurn Around Time
Disease Management (Oncology, Mental Health, HIV, Renal, Maternity, Diabetes) All Other Options	HIV - bonitascares@pha.co.za Diabètes PMB Queries - chronicpmb@pha.co.za Oncology - bononcology@pha.co.za Renal - renal@pha.co.za Maternity - maternity@pha.co.za	8-working-hoursTurn Around Time
	drmescalations@pha.co.za	8-working-hoursTurn Around Time
	john.nembahe@pha.co.za	8-working-hoursTurn Around Time
	eleana.debruyn@pha.co.za	8-working-hoursTurn Around Time
Medicine Management All Other Options	1 st Line Escalation - medsmescalations@pha.co.za 2 nd Line Escalation - dinini.modiba@healthcalibratenet.net	8-working-hoursTurn Around Time
Pharmacy Benefit Management All Other Options	1 st Line Escalation - PBMescalations@pha.co.za 2 nd Line Escalation – Natasha.gowrie@pha.co.za	8-working-hoursTurn Around Time
Provider Networks All Other Options	1 st Line Escalation - pnescalations@pha.co.za 2 nd Line Escalation - Rhulani.mahori@healthcalibrate.net	8-working-hoursTurn Around Time

Membership BonCap and BonCore Only	MembershipEscalations@pha.co.za	8-working-hoursTurn Around Time
Client Services - BonCap and BonCore Only	CustomerServicesEscalations@pha.co.za	8-working-hoursTurn Around Time
Hospital Claim - BonCap and BonCore Only	1 ST Lince Escalation – Claimsescalation@pha.co.za . 2 nd Line Escalation - nhlanhla.masungwini@pha.co.za	8-working-hoursTurn Around Time
Hospital Claim - All Other Options	claims@bonitas.co.za	MH
	Nazo Somwahla nazo.somwahla@momentum.co.za	MH
	Brenda Diranyane brenda.diranyane@momentumhealth.co.za	MH
	Sobahle Ndala sndala@mhg.co.za	MH
	Frank Wiltshire frank.wiltshire@momentum.co.za	MH
Hospital Networks	1st Line Escalation – Joseph.Makwarela@healthcalibrate.net 2nd Line Escalation – Charmaine.Govender@healthcalibrate.net	8-working-hoursTurn Around Time

Please contact 0861 239 333 should you require further information.

Kind regards,

Private Health Administrators