

2024



OPTICAL BENEFIT

Our optical benefits are designed to offer our members cost-effective, quality eye care. Our contracted service provider for optical benefits is PPN.

WHAT DOES THIS BENEFIT COVER?

Your optical benefits depend on the plan you have chosen. Optical benefits work on a two-year cycle, which means you can only access your benefit once every two years and may be subject to available family and savings limits at the time of confirmation.

There must be at least 24 months between each optical claim per beneficiary. Remember, each beneficiary can either have glasses or contact lenses, not both. Services not covered by the matrix should be paid directly to the practice.

HOW DO I FIND AN OPTOMETRIST ON THE NETWORK?

1

To find a PPN provider call **041 065 0650**, visit www.ppn.co.za or email bonitas@ppn.co.za.

2

What happens if I use another Optometrist?
You can visit a non-contracted provider if you choose, but you may have to pay cash and submit your claim to bonitas@ppn.co.za. Remember, we have not negotiated rates with these practitioners, so they may be more expensive and include co-payments.

Please note: Claims older than four months from the date of service will not be accepted for payment.

DO I HAVE TO USE THE CONTRACTED SERVICE PROVIDER?

PPN is our contracted service provider for optical benefits. The optometrists contracted will charge you a negotiated rate on prescription lenses and consultation to ensure your benefits stretch as far as possible while ensuring you receive high quality, professional service.

WHY WOULD MY CLAIM BE DENIED PAYMENT?

- Where no script is indicated
- Where no ICD-10 codes are indicated
- Where the clinical and prescribed managed care protocols are not met
- Invoices that do not comply with VAT legislation requirements
- Where the claim is older than four months from the date of service.

DETAILS FOR PPN

Call: 041 065 0650

Website: www.ppn.co.za

Members can use the Self-help Solution to resolve queries. To speak to an agent when calling, select 'Member' and then option 3.