



**Southern Cross
Health Insurance**

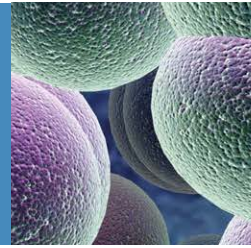
Provider Web

The basics

Version 7.1 | October 2021



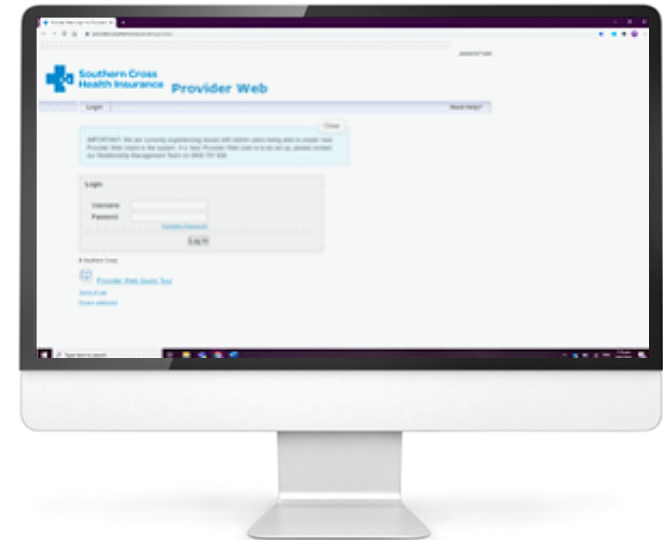
What is Provider Web?



Provider Web is a web-based portal that **Affiliated Providers** use to submit approval applications and request payment for contracted services from Southern Cross.

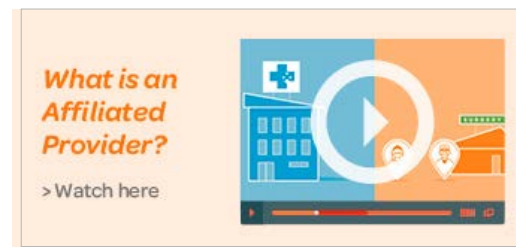
To use Provider Web, you'll need an internet-connected computer running the latest version of one of these supported browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)





What is an Affiliated Provider?

An Affiliated Provider is a doctor, specialist or medical facility that is contracted to provide Southern Cross members with certain healthcare services at agreed prices. Check out our video [here](#).



What is Provider Web?

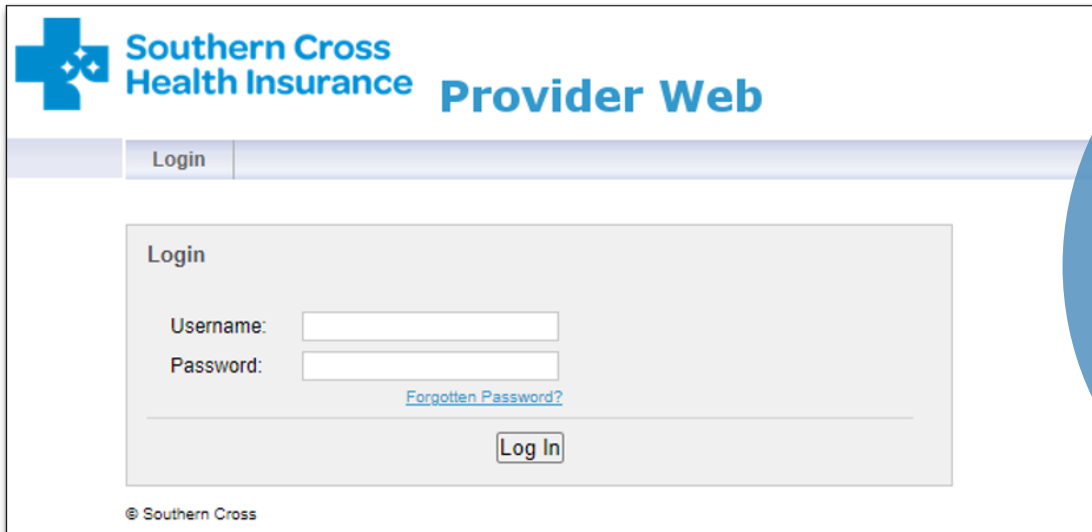
	 When will you need to use Provider Web?	 When will you <u>not</u> need to use Provider Web?	
	If your patient requires a service / procedure that is contracted and the patient is a Southern Cross member.	If your patient requires a service / procedure that <u>is not</u> contracted – and your patient is a Southern Cross member.	If your patient <u>is not</u> a Southern Cross member.
Action required	Submit an approval request to Southern Cross using Provider Web.	Advise the patient to contact Southern Cross and apply for prior approval. Phone: 0800 800 181 Mon - Thu: 8am to 5.30pm Fri: 9am-5pm. Requesting for Prior Approval	You will need to invoice the patient.

Logging in

When you become an Affiliated Provider we'll send you a username, password, and a link to Provider Web.

The first screen you will see is the Login screen below. To access Provider Web just enter the username and password provided then click *Log in*.

You'll be prompted to set a new password on your first login and every 90 days from then on, you'll also need to set up security questions to enable you to reset your password in the event you forget it. Be sure to always use the latest password for future logins – your username will always remain the same.



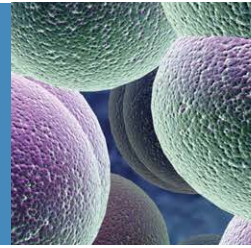
The screenshot shows the login interface for Southern Cross Health Insurance Provider Web. At the top left is the Southern Cross Health Insurance logo, followed by the text "Southern Cross Health Insurance" and "Provider Web". Below this is a navigation bar with a "Login" tab. The main content area is titled "Login" and contains a form with two input fields: "Username:" and "Password:". Below the password field is a link for "Forgotten Password?". A "Log In" button is positioned at the bottom right of the form. At the bottom left of the page, there is a copyright notice: "© Southern Cross".

Password criteria

Passwords must be at least:

- 12 characters long
- contain letters (a-z)
- contains two numbers (0-9)
- at least one capital letter
- it can also include special characters such as @\$!%*#?&

Selecting a contract



Once logged in, you'll need to select the contract you want to use. Just click on the name of the contract then click *Submit*.

If you only have access to one contract, you won't see this screen. Instead you will be taken straight to the Member Search screen (next page).

Viewing services

To view the services associated with each contract, click on the contract you want to view then click *Service Details*. The services will be displayed in the right pane as below.

A screenshot of a web application interface. On the left, a 'Contract Selection' panel contains a list of three test service providers: 'Test Service Provider A (TSP090120)', 'Test Service Provider B (AGN041520)', and 'Test Service Provider C (CSN070820)'. The third option is highlighted in blue. A large red arrow points from this highlighted option to the right. On the right, a 'Services' panel displays a list of services for 'Contract: Test Service Provider C (CSN070820)'. The services listed are: '7050 - Service A', '7060 - Service B', '7061 - Service C', '7070 - Service D', '7080 - Service E', '7081 - Service F', '7090 - Service G', and '7100 - Service H'. Below the contract selection list are three buttons: 'Submit', 'Cancel', and 'Service Details'.

Contract Selection
Please select a contract:

- Test Service Provider A (TSP090120)
- Test Service Provider B (AGN041520)
- Test Service Provider C (CSN070820)

Services
Contract: Test Service Provider C (CSN070820)

- 7050 - Service A
- 7060 - Service B
- 7061 - Service C
- 7070 - Service D
- 7080 - Service E
- 7081 - Service F
- 7090 - Service G
- 7100 - Service H


Submit Cancel Service Details

Finding a member's policy

Next, you will be directed to the member search page. Use this screen to find your patient using their Southern Cross policy number, member card number or name and date of birth.

Just enter the date the procedure is to take place, select a search option, enter the required information then click *Search*.

Member Search

Service Date: (*) 

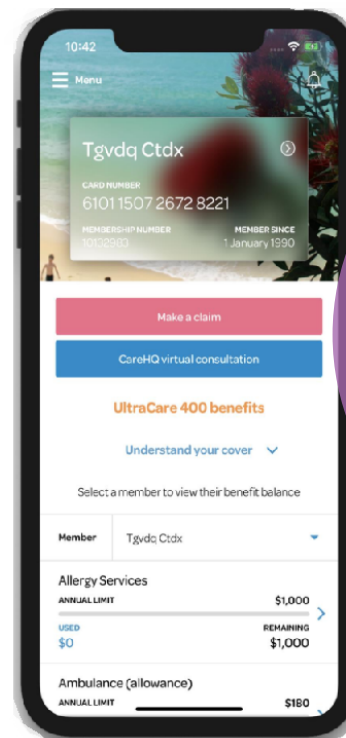
Search using: (*)

Policy number

Member Card Number

Name and date of birth

If you have a barcode scanner or magnetic strip reader attached to your computer, Provider Web will allow you to scan or swipe the physical member card when the member card number option is selected.



Member cards

All members over the age of 16 are issued with a member card. Those who are registered for the *My Southern Cross* mobile app can also access a virtual member card.

Finding a member's policy

If the details given are invalid, Provider Web will let you know and give you the option to modify your search criteria.

Member search results

Policy number: 26565656 **Service date:** 11 Jun 2016 [Modify search](#)

We are unable to locate an exact match using the details provided, please try again or ask the member to contact Southern Cross on 0800 800 181.

Otherwise, all members on the matching policy will be shown as below – locate your patient in the list and click *Select member*.

Member search results

Policy number: 123456 **Service date:** 27 Feb 2015 [Modify search](#)

First name	Last name	Date of Birth	Age	Address	Action
Arthur	Aardvark	10 Mar 1956	58	123 Member Street, Auckland Central, Auckland 1010	Select member
Mary	Aardvark	07 May 1959	55	123 Member Street, Auckland Central, Auckland 1010	Select member
Anthony	Aardvark	23 Oct 1991	24	123 Member Street, Auckland Central, Auckland 1010	Select member

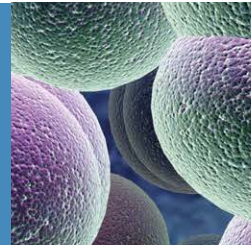


Searching by name and DOB?

These must match the policy exactly for a result to be returned. If the member is known by other names or their birth date has been recorded differently in our system you may not be able to locate them.

Ask the member to call **0800 800 181** to get their policy number or refer them to their **My Southern Cross** application.

Entering service details



After selecting the member, you'll be directed to the Approval Request screen. This is where you will enter the details of the service(s) to be approved.

Approval Request for Mr Arthur Aardvark (Hide Details...)

Policy Number: 123456
Policy Plan: UltraCare 400
Policy Holder Name: Mr Arthur Aardvark

Patient Details
Patient Name: Mr Arthur Aardvark
Gender: Male
Active Member:
Date Of Birth: 10/03/1956
Address Line 1: 123 Member Street
Address Line 2: Auckland Central
City: Auckland

Does service meet Eligibility Criteria: [Please select an option]
ACC: [Please select an ACC option]
Request Priority: Normal

Service Details
Service Date: 27/02/2015
Provider / Surgeon: [Please select a provider]
Location: Test Service Provider C
Service: [Please select a service]

Comments:

Complete all the fields using the drop down lists, then click *Add*.

Only providers, locations and services that are contracted are available to select.

If you need to add another service, just amend the drop down lists accordingly then click *Add* again. If you exceed the maximum number of services you'll need to submit these in a separate approval request.

When you're ready to send the request to Southern Cross, click *Submit*.

Checking if the member is covered

After submitting your approval request, you can click on the *Approval Tracking* tab to view the result. The Approval Tracking screen shows the status of all applications that you have submitted.

From this page you can:

- view the application details
- edit the application details
- cancel the application
- request payment.

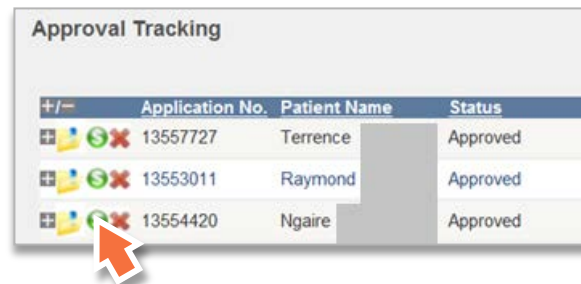
Approval Tracking											Show Filter Criteria...
+/-	Application No.	Patient Name	Status	Priority	Service	Provider	Location	Service Date	Submitted Date	Estimated Shortfall	
+	18319413	Hngq Skrc	Approved	Urgent	AP0933			22/02/21	12/02/21	\$0.00	
+	18321039	Kwzdx Bcfvr	Approved	Urgent	AP0936			22/02/21	12/02/21	\$0.00	
+	18321053	Zwch Kynl Lzrpf	Approved	Urgent	AP0936			22/02/21	12/02/21	\$0.00	
+	18321064	Nydcvz Yczd	Approved	Urgent	AP0935			22/02/21	12/02/21	\$0.00	
+	18321068	Mbjspz Jtsvvykdq	Approved	Urgent	AP0936			22/02/21	12/02/21	\$0.00	
+	18321769	Kwtnyb Nrtchjfdk	Approved	Urgent	AP0933			22/02/21	12/02/21	\$41.60	
+	18321844	Yzlpfr Rwpmln	Approved	Urgent	AP0936			22/02/21	12/02/21	\$0.00	
+	18337505	Jytwz Znjl	Approved	Urgent	AP0936			22/02/21	18/02/21	\$0.00	




View additional information

Click on the + icon next to each approval to see additional information about it - for example, a breakdown of the member's shortfall for each service.

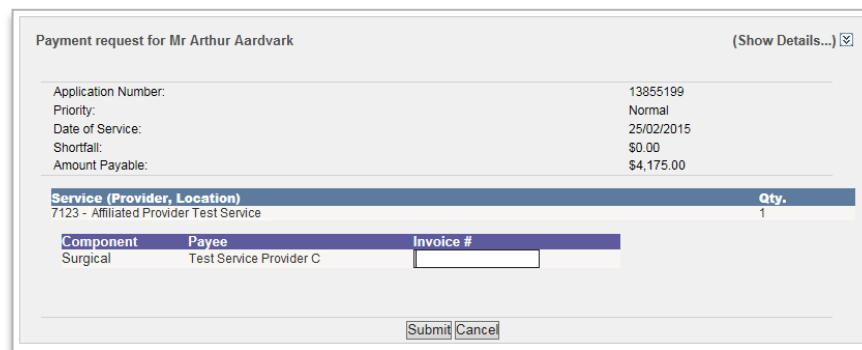
Requesting payment

Once the service has been provided, you can request payment by clicking on the green dollar symbol to the left of the approval in the Approval Tracking screen.



+/-	Application No.	Patient Name	Status
	13557727	Terrence	Approved
	13553011	Raymond	Approved
	13554420	Ngairé	Approved

You can enter an invoice or reference number against each claim – this will appear on the Remittance Advice to help you reconcile payments to your bank account.

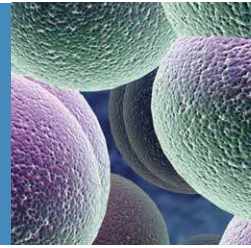


Payment request for Mr Arthur Aardvark (Show Details...)

Application Number: 13855199
Priority: Normal
Date of Service: 25/02/2015
Shortfall: \$0.00
Amount Payable: \$4,175.00

Service (Provider, Location)			Qty.
7123 - Affiliated Provider Test Service			1
Component	Payee	Invoice #	
Surgical	Test Service Provider C	<input type="text"/>	

Tracking payments



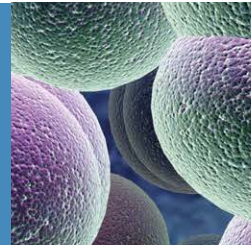
Payments for claims submitted before 6pm each day will be made that night (except Sundays) and a Remittance Advice will be sent to your nominated email or postal address.

You can track the status of your payments using the Claim Tracking screen. To display more information about the payment, just click the + sign to the left of the claim in the list.

Claim Tracking Default Filter (Show Filter Criteria...) [v]

+/-	Application No.	Claim No.	Patient Name	Claim Status	Service Date	Paid Amount	Total Shortfall
[-]	13545948	10534293	Gloria [REDACTED]	Payment Made	18/02/14	\$4,181.00	\$0.00
	Service 8519	Component Surgical	Provider Provider A	Invoice No INV12345	Side Right	Qty 1	
[+]	13524702	10539073	Mary [REDACTED]	Payment Made	19/02/14	\$4,181.00	\$0.00
[+]	13546598	10539075	John [REDACTED]	Payment Made	19/02/14	\$3,344.80	\$836.20
[+]	13553225	10539076	Alexander [REDACTED]	Payment Made	20/02/14	\$4,181.00	\$0.00
[+]	13548540	10539079	Yash [REDACTED]	Payment Made	19/02/14	\$3,344.80	\$836.20

Maintenance



The **Maintenance tab** will let you:

- create / update / remove users
- reset passwords
- add / remove contracts from users
- change the order of which services, providers and locations will display in drop-down lists.

Change your password

Current Or Temporary password *

New password *

Confirm new password *

Add User

Contract Number:

Name:

Action: Add New User Add Existing User

First Name:

Last Name:

Email Address:

Contract Party:

Role: Admin User Provider

List Ordering

Select user account: test.user1

Services | Locations | Providers

Unsorted list:

- 7007 - Service H
- 7009 - Service G
- 7010 - Service B
- 7027 - Service A
- 7081 - Service F
- 7073 - Service D
- 7072 - Service E
- 7061 - Service F
- 7009 - Service G
- 7074 - Service C

Sorted list:

- 7027 - Service A
- 7010 - Service B
- 7074 - Service C
- 7073 - Service D
- 7072 - Service E
- 7061 - Service F
- 7009 - Service G
- 7007 - Service H

If you have an administrator profile you'll be able to see the additional fields under the Maintenance tab.

Member Search | Approval Tracking | Claim Tracking | Contract Request | **Maintenance** | Need Help?

Claim Tracking

No claims found.

Security Questions

Change Password

List Ordering

Contract Rename

Add New User

User Tracking

Show Filter Criteria...

Administrator

New User

Adding a New User

Before you begin, check with the user if they already have login details for Provider Web under another contract. This will determine whether you select 'Add New User' or 'Add Existing User' in Step 33.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to *Maintenance > Add User*.
3. If the user is new to Provider Web and does not have a log in, click the *Add New User* button. If they already have a login, click the *Add Existing User*.
4. Enter the information required.
5. Select the required contract party from the Contract Party field.
6. Tick the role(s) required as below, eg User.
7. Click *Submit*.

Giving the Right Access

If adding an existing user - the contract will be linked to their login immediately.

Setting up a new user - login details will be sent within ten minutes to the users email address.


Role	Capability
Admin	<ul style="list-style-type: none">• Create / update / remove users.• Reset passwords.• Add / remove contracts from users.• Can be combined with User level if the user also needs to submit claims /approvals.
User	<ul style="list-style-type: none">• Submit approval requests.• Submit claim requests.
Provider	<ul style="list-style-type: none">• Submit approval requests for one provider only.• Submit claim requests for one provider only.

Administrator

Existing User


Updating existing users

From time to time it may be necessary to update the details of your Provider Web users.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > User tracking.
3. Locate the user in the list and click the yellow folder icon  to the left their name.
4. Update the details required then click *Submit*.

Resetting a user's password


You can reset a user's password at any time by following these steps.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > User Tracking.
3. Locate the user in the list and click the purple icon  to the left of their name

A temporary password will be delivered within ten minutes to the email address held for that user.

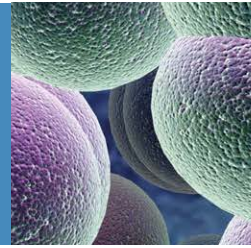
Deleting users

If there's been a staff change at your practice, it is important to remove users at earliest opportunity to prevent unauthorized use of Provider Web.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > User tracking.
3. Locate the user in the list, and click the red cross  icon to the left of their name.

Note that this will remove the user from that contract only. If you need to remove the user from multiple contracts you need to repeat the above actions on each contract.

Troubleshooting



Unexpected errors

If you receive an 'unexpected error' message, the system may have timed out.

1. Restart your web browser.
2. Begin the application process again.

If you continue to experience issues, contact your relationship manager on 0800 757 838. Please make a note of the steps you took that led to the error.

Planned Provider Web system outages

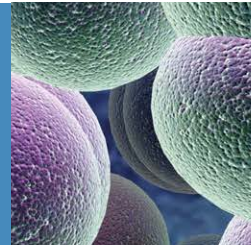
If there's an outage initiated by Southern Cross, a message will be added to the Provider Web Portal to advise all users of the outage details and possible outage time period. Access to the Provider Web system may be disabled during this time.

Can't see an approval?

Check filter dates are set correctly and clear any other information.

Other queries or issues related to Provider Web

Please contact your relationship manager for approval application or eligibility-related queries on 0800 757 838.



Need more help?

If you need more help, please contact your relationship manager on 0800 757 838.