

## Eligibility criteria for biofeedback and electrostimulation for faecal incontinence

Southern Cross will only reimburse the cost of biofeedback and electrostimulation for faecal incontinence under a member's policy when **all** of the following conditions below have been met for that member.

1. The following treatments have not significantly improved symptoms, including a reduction in faecal incontinence:
  - a. conservative medical treatment eg Loperamide
  - b. dietary counselling
  - c. pelvic floor exercises.
  
2. All of the following conditions have been excluded through clinical assessment and diagnostic tests:
  - a. rectal or vaginal prolapse
  - b. rectal cancer
  - c. inflammatory bowel disease
  - d. haemorrhoids
  - e. recto-vaginal fistula.

Please also ensure you are familiar with all **policy exclusions**, including:

- Acute care
- Congenital conditions
- Cosmetic treatment/procedures
- Health screening
- Treatment of any condition not detrimental to health
- Unapproved healthcare services.

Refer to the relevant policy document for specific conditions and exceptions that apply to these exclusions.