

Eligibility criteria for Eustachian tube balloon dilation

Southern Cross will only reimburse the cost of Eustachian tube balloon dilation under a member's policy when criteria **1, 2, 3 and 4** below are met for that member.

1. The patient has experienced 12 months or longer of **three or more** of the following Eustachian tube dysfunction symptoms:
 - ear pain
 - ear pressure
 - tinnitus
 - cracking/popping
 - muffled hearing
 - ears feeling clogged.
2. Prior medical therapy for the patient has failed. This includes:
 - at least four weeks of intranasal steroid spray **or** one completed course of oral steroid within 12 months;

and

 - initial interventional therapy (eg myringoplasty, myringotomy, pressure equalization tube, tympanoplasty, or grommets).
3. The patient has an ETDQ-7 score of three or higher (moderate-severe symptoms).
4. The patient is aged 6 years or older.

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.