Southern Cross Health Insurance

Eligibility criteria process guideline

1. The need to change current or produce new eligibility criteria is determined as a result of feedback from internal and/or external stakeholders.
2. The Southern Cross Chief Medical Officer and Medical Advisor draft eligibility criteria.
3. Draft eligibility criteria is shared with relevant clinicians and medical colleges / associations and feedback sought.
4. Southern Cross undertakes an internal approval process that includes representation from Product and Risk.
5. Relevant providers and referrers are notified about new eligibility criteria or any changes to existing criteria via Partnership Managers.
6. Eligibility criteria are published on the SouthernCross website and internally.