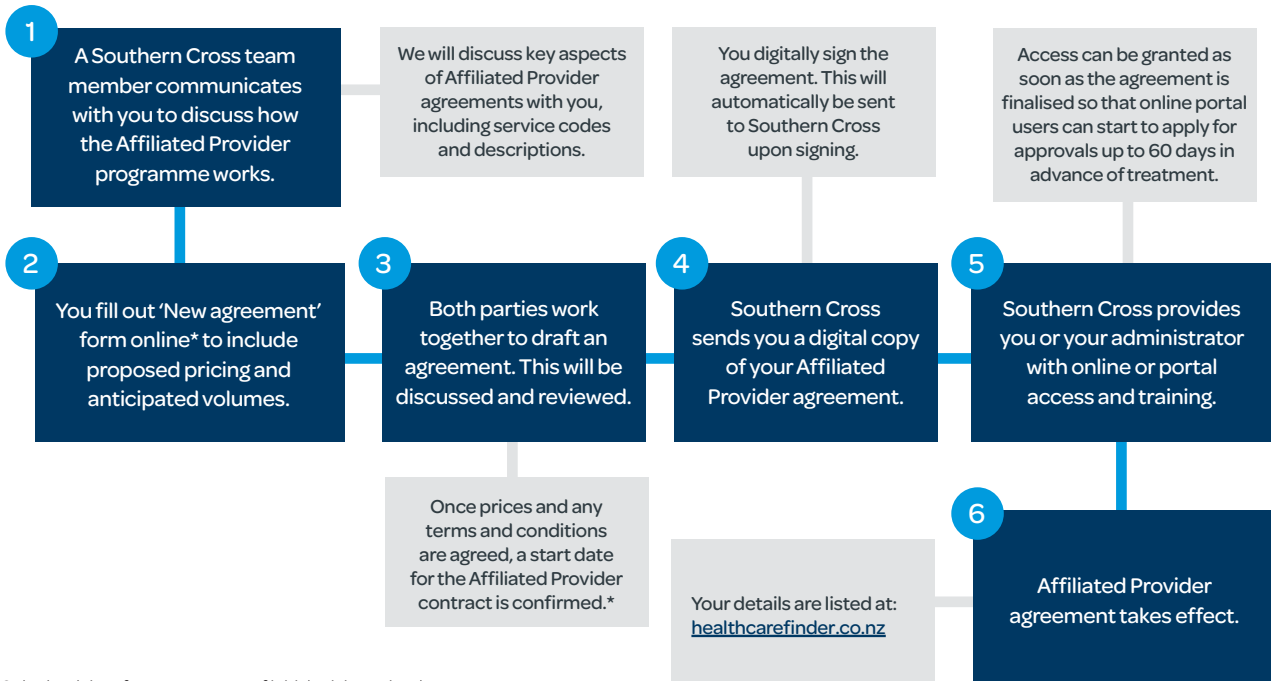




How to become an Affiliated Provider

You'll find information here about how the contracting process works and answers to some common questions. Your Partnership Manager will work with you to complete the contracting process so feel free to contact them with any questions.

Affiliated Provider contracting process



*20 day lead time from agreement of initial pricing to implement a new contract.

Affiliated Provider (AP) agreement

FAQs

1. Who's involved in the process?

Your Partnership Manager will work with you through the contracting process and will be available to answer any questions about your AP agreement.

A Contract Executive will send you or your administrator(s) a link to an online training module on how to use the online claiming portal Provider Web. They will be available to answer any questions about Provider Web.

A Relationship Manager will be able to help you or your administrator(s) with any day-to-day issues you or a member may have once your AP agreement is in place.

2. How long does it take to secure an AP agreement?

Timing on setting up an AP agreement is dependent on many factors. In general, it can take up to three weeks for a new AP agreement to be completed.

3. What does a 'contract term' mean and what are the options?

The contract term is the length of time that the AP agreement is valid for. We typically contract for a term of three years. However, this may vary.

4. Can I make changes to my AP agreement at any time?

Yes, you can request changes to your AP agreement at any time. These changes need to be mutually agreed

and recorded in writing by way of a signed variation document.

5. How long does it take to make a change to my AP agreement?

If we need make any changes to your AP agreement, we will contact you. If you'd like to make any changes to your AP agreement, please contact us as soon as possible in order to get the process started. Times may vary, but upon agreement of terms, it should take up to two weeks for a variation to an AP agreement to be completed.

6. How do contract variations work?

Variations record agreed changes to the AP agreement. Examples of variations include adding another location, another specialist, or a healthcare service.

A. Additional location: AP agreements are location-specific. If you work from more than one location, you will need the different locations to be listed on your AP agreement (eg even if you work from a different location once a month). If you expand your business, you may have different prices for additional locations. We will work with you to review each change.

B. Additional specialist: If you'd like to add a specialist to your AP agreement, they will need to have a current vocational registration and pricing may need to be discussed.

C. Additional healthcare service: If you'd like to add a new healthcare service to your AP agreement, we will discuss pricing with you.

If you'd like to make a variation to your AP agreement, please contact us as soon as possible so we can get the process started.

We will take into account:

- member demand for services
- your geographic location/region
- the services you are offering and area/s of expertise
- national coverage
- price.

7. Will a member policy update impact my AP agreement?

An AP agreement serves as a legal funding arrangement for you to provide services to Southern Cross members under their policy with Southern Cross. From time to time, Southern Cross reviews the benefits on our policies. Depending on the type of policy change, a policy update may impact your AP agreement. Your Partnership Manager will contact you to discuss any relevant policy updates.

Pricing and price review

FAQs

1. Retail rates can't be lower than contracted rates - why?

Clause 9.1 of the AP agreement ensures Southern Cross members are treated fairly compared with general consumers.

This clause does not prevent you from offering a discount to patients from time to time. However, if you are running a prolonged promotion where pricing has been reduced, we would expect the reduced rates to be offered to Southern Cross members for the length of the promotion.

2. What is a price review?

Contract pricing is generally not fixed for the term of your AP agreement and

there may be a provision to review it from time to time. We have a number of options regarding future increases to contract pricing. Your Partnership Manager will discuss which clause may be suitable for you.

3. Can you review my price mid-contract?

This is dependent on the price review clause you have in your AP agreement. Clause 9 of the AP agreement sets out the terms of a price increase. These are usually on the anniversary of the commencement date of the AP agreement, unless otherwise negotiated and agreed by both parties.

There are various types of price reviews.

- Negotiation: annual price review
- Consumer Price Index (CPI): annual price review
- Provider initiated: annual price review
- No increase: no price review



Contact us

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