

Healthy

Partnerships



**Affiliated
Provider**

Southern Cross Health Insurance

3 million claims
processed by Southern
Cross last financial year



Sustainable

Our main aim is to ensure the long-term viability of the private healthcare system for our members, healthcare professionals and healthcare service providers alike.



Affordable

We aim to improve the affordability of health insurance for New Zealanders by agreeing prices for healthcare services through the Affiliated Provider programme.



Accessible

The Affiliated Provider programme's role is to ensure members have easier access to expert private healthcare services from a range of qualified practitioners.



256,461
elective surgical
procedures



520,021
specialist consultations



579,170
prescriptions



631,739
GP visits



How does the Affiliated Provider programme work?

Affiliated Providers have an Affiliated Provider agreement with Southern Cross and take care of prior approval and claims for Southern Cross members through an online system. Southern Cross members just need to attend their appointments.

Most of our policies include some services that are 'Affiliated Provider-only', including specialist consultations. This means Southern Cross members are only eligible for cover if they visit an Affiliated Provider for their healthcare service.

Benefits of the Affiliated Provider programme - For you

Certainty of payment Prices for services are agreed upon during the contracting process so you are clear about what you will be paid.

Improved cash flow Payment is generally made within two days of the healthcare provider requesting the payment.

Online administration The online system makes applying for prior approval and requesting payment easy. We provide online training and a user guide for your administrator(s).

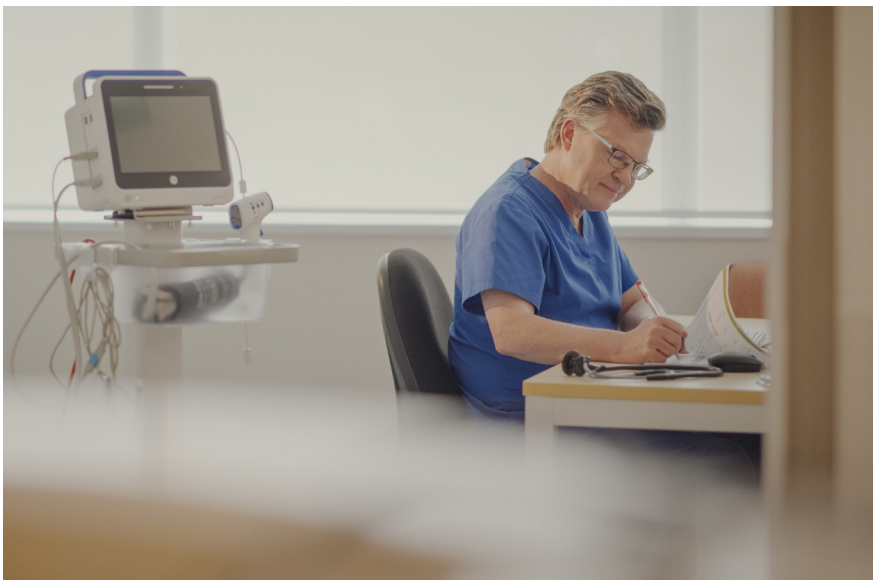
Digital signing of contracts All contracts can be digitally signed making the process easier for all parties.

Dedicated support Partnership Managers provide a direct point of contact at Southern Cross. They deal with queries you have about your Affiliated Provider agreement.

Promotion of Affiliated Providers We encourage our members to ask for referrals to Affiliated Providers whenever possible. Affiliated Providers can be identified through

the Specialists & Referrals service (available via Medtech) and the online directory Healthpages.co.nz. They are also listed on Southern Cross' online tool Healthcarefinder.co.nz that members and referrers can use to easily find information and contact details.





Benefits of the Affiliated Provider programme - For your patients

(who are Southern Cross members)

Easy prior approval and claiming

As an Affiliated Provider, you take care of the prior approval and claiming processes on behalf of the member.

This means the member does not have to submit a claim and is not out of pocket while the claim is being processed.

Certainty of cost Agreed prices mean that, in most cases, the member knows up front how much, if anything, they will have to pay for their treatment.

Things to consider before becoming an Affiliated Provider

To become an Affiliated Provider to Southern Cross, practitioners must:

- have vocational registration with the Medical Council of New Zealand for their area of practice
- have a current practising certificate
- be working from a facility that meets certain quality standards (if applicable).

In addition, we take into account:

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

How to initiate an Affiliated Provider agreement

If you provide rooms-based services, you can contact a Partnership Manager to discuss an Affiliated Provider agreement. See our website at southerncross.co.nz/ap-support for Partnership Manager contact details.

If you provide surgical services, generally the hospital or facility holds the agreement with Southern Cross. You should contact the hospitals or facilities you work at and speak to the person who looks after Affiliated Provider agreements with Southern Cross. That hospital or facility will then negotiate an Affiliated Provider agreement with Southern Cross.

The Southern Cross Affiliated Provider programme

2,438
Affiliated
Providers

35
contract
specialties

1,874
Affiliated
Provider
agreements

*as at 30 September 2024

FAQs

1. Why have you made certain procedures Affiliated Provider only?

Our aim is to provide health insurance that helps our members receive sustainable, accessible and affordable quality healthcare services through our Affiliated Provider programme. We aim to achieve this by making reimbursement of certain healthcare services contingent on an Affiliated Provider agreement being in place with the provider of those services.

The simplicity of accessing healthcare services through our Affiliated Providers is a key benefit Southern Cross members enjoy from the programme. That's because an Affiliated Provider takes care of approvals and claims for Southern Cross members through an online system.

It makes life so much easier from your patient's point of view and it's equally attractive to healthcare providers like you.

2. Can I only contract for healthcare services that are 'Affiliated Provider-only'?

No, you are welcome to discuss contracting for any healthcare services carried out that Southern Cross currently funds. When contracting for other healthcare services, we take into account: member demand for your services, your location, the services you offer/ areas of expertise, national coverage and price.

3. What is not covered?

We have a list of **general policy exclusions and unapproved healthcare services** that are not covered. Also, **eligibility criteria** must also be met by a member to be covered.

You can find the list of general policy exclusions on our website at southerncross.co.nz/exclusions.

Check the relevant [policy document](#) for specific conditions and exceptions that apply to these exclusions.

An unapproved healthcare service is any drug, device, technique, test and/or other healthcare service that has not been approved by Southern Cross prior to treatment. Unapproved healthcare services are an exclusion and are not covered by Southern Cross. See our website at southerncross.co.nz/unapprovedservices. This is not an exhaustive list - we consider healthcare services which are alternative names for and/or are similar to those listed on our website.

Eligibility criteria are additional terms and conditions we set from time to time for a particular healthcare service which must be met for the healthcare service to be covered under policy. See our website at southerncross.co.nz/eligibility-criteria-providers

To find out if a particular healthcare service is covered, you can contact a Partnership Manager by email at provider@southerncross.co.nz

4. What administrative impact will there be on my business if I become an Affiliated Provider?

Affiliated Providers take care of prior approvals and claims for Southern Cross members through an online system. We have created an easy to understand virtual, interactive tour through the core functions of the system for your administrator(s). This includes how to use Provider Web for processing patients that are Southern Cross members and will be sent to you and/or your administrator(s) after the Affiliated Provider agreement is signed.

5. What is the day-stay and rooms-based facility standards certification?

Southern Cross is committed to providing members with access to quality healthcare. It's important that facilities used by Southern Cross members meet appropriate quality standards. To provide peace of mind to our members, some Affiliated Provider agreements require certain contracted healthcare services to be conducted in a certified facility. This has been a feature of Affiliated Provider agreements since 2007.

What does this mean?

Affiliated Providers performing these selected procedures in day-stay facilities and procedure rooms must ensure their facilities are registered and comply with certain facility standards:

- ophthalmology
- carpal tunnel
- oral surgery
- skin procedures.

The facility standards you need to hold are outlined in the Affiliated Provider agreement. Please direct any questions about requirements to a Partnership Manager.

Benefits of certification

- Certification is an excellent framework for maintaining good practice in business and clinical management
- Facilities can use it as a mark of facility quality when marketing services
- Certification helps facilities establish a risk management system
- It helps facilities develop policies and procedures that meet current best practice, eg medication management and waste disposal processes.



Contact us

Website
Email
Post

southerncross.co.nz/society/for-health-professionals/support

provider@southerncross.co.nz

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