

Welcome

New Provider Web user

Thank you for taking the time to read over these guidelines and partnering with us to create a seamless experience for our members.

By now you should have been issued with a username and password to access the Provider Web portal.

If you require any further assistance, please give us a call on:
0800 757 838 or email us at aps@southerncross.co.nz

Provider Web

The basics

Version 7.5 | March 2025



What is Provider Web?

Provider Web is a web-based portal that Affiliated Providers use to submit approval applications and request payment for contracted services from Southern Cross.

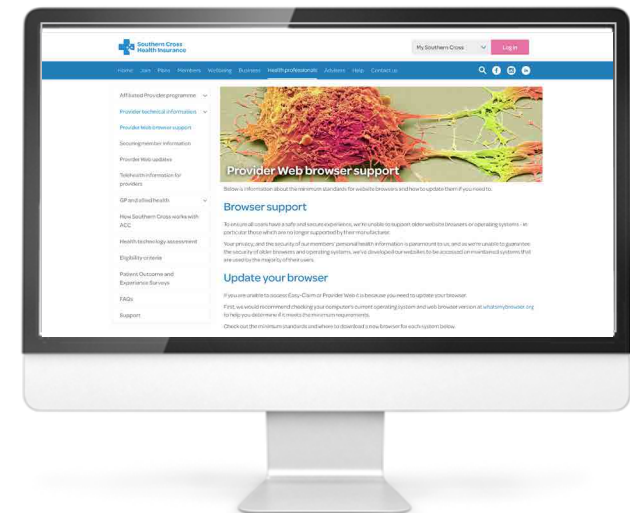
To use Provider Web, you'll need an internet-connected computer running the latest version of one of these supported browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)

Browsers and operating systems must be compatible

Please ensure browsers and/or operating systems are compatible. Older browsers and operating systems may not support the latest security features required.

See our website at southerncross.co.nz/browser-support-policy for more information.



What is Provider Web?



	When will you need to use Provider Web?	When will you not need to use Provider Web?		
	If your patient is a Southern Cross member and the service needed, is contracted.	If your patient is a Southern Cross member and the service needed, is <u>not</u> contracted.	If your patient is a Southern Cross member, but has an injury claim covered by ACC .	If your patient is <u>not</u> a Southern Cross member.
Action required	Submit an approval request to Southern Cross using Provider Web.	Advise the patient to contact Southern Cross and apply for prior approval. Request Prior Approval Phone: 0800 800 181 Mon-Thu: 8am to 5.30pm Fri: 9am-5pm	You will need to obtain approval from ACC first as they are the primary insurer for personal injuries caused by an accident, work related gradual process injuries or treatment injuries.	You will need to invoice the patient.

Logging in

When you become an Affiliated Provider, we'll send you a link to Provider Web. The first screen you will see is the Login screen below. To access Provider Web just enter the username and password provided then click 'Log in'.


You'll be prompted to set a new password on your first login. You'll also need to set up multi-factor authentication (MFA) to enable you to log into Provider Web. You will need to verify your identity using MFA every seven days.

With MFA, you'll verify your identity when you log into Provider Web by entering a code that's sent to you. You can choose the method that works best for you including:

- receiving an email
- receiving a text message
- using an authentication app on your smart phone.

For more information about MFA, please see our [Provider Web MFA user guide](#)

Need help? Start co-browsing


Southern Cross
Health Insurance

ProviderWeb

Welcome to Southern Cross Provider Web

Please enter your username and password below. If you don't have a username please call 0800 757 838. If you have forgotten your password, use the Forgot password link below

Your username

Your password [Forgot?](#)

[Log me in](#)

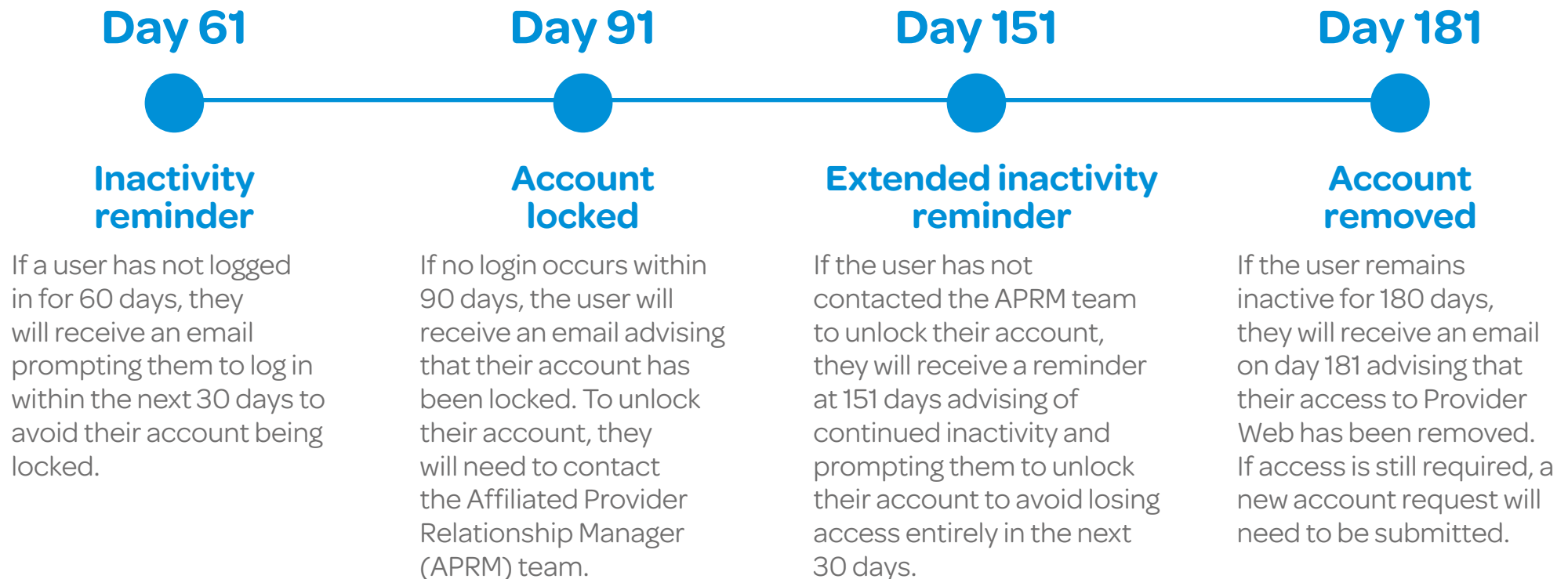
Password criteria

Passwords must be at least :

- 12 characters long
- one uppercase letter (A-Z)
- one lowercase letter (a-z)
- one number (0-9)

Account dormancy – managing inactive accounts

To maintain an accurate and secure user database, Provider Web automatically manages accounts based on user activity. If a user has not logged in for an extended period, their account will be flagged as inactive and will follow the dormancy process.



For more information, refer to the FAQs

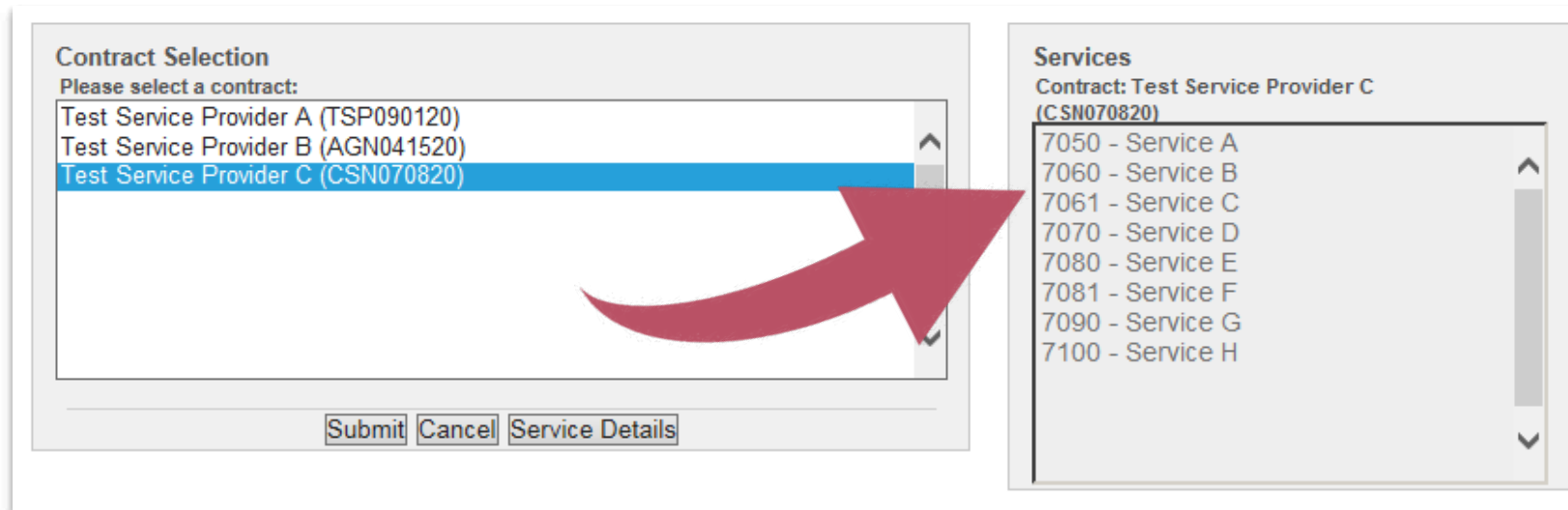
Selecting a contract

Once logged in, you'll need to select the contract you want to use. Just click on the name of the contract then click 'Submit'.

If you only have access to one contract, you won't see this screen. Instead you will be taken straight to the Member Search screen (next page).

Viewing services

To view the services associated with each contract, click on the contract you want to view then click 'Service Details'. The services will be displayed in the right pane as below.

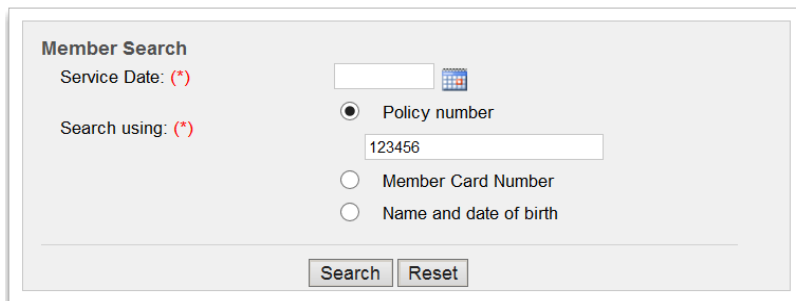


The screenshot displays a web interface with two main panels. The left panel, titled 'Contract Selection', contains a dropdown menu with the instruction 'Please select a contract:'. Three options are listed: 'Test Service Provider A (TSP090120)', 'Test Service Provider B (AGN041520)', and 'Test Service Provider C (CSN070820)'. The third option is highlighted in blue. Below the dropdown are three buttons: 'Submit', 'Cancel', and 'Service Details'. A large red arrow points from the 'Test Service Provider C' option to the right panel. The right panel, titled 'Services', shows the selected contract: 'Contract: Test Service Provider C (CSN070820)'. Below this, a list of services is displayed: '7050 - Service A', '7060 - Service B', '7061 - Service C', '7070 - Service D', '7080 - Service E', '7081 - Service F', '7090 - Service G', and '7100 - Service H'.

Finding a member's policy

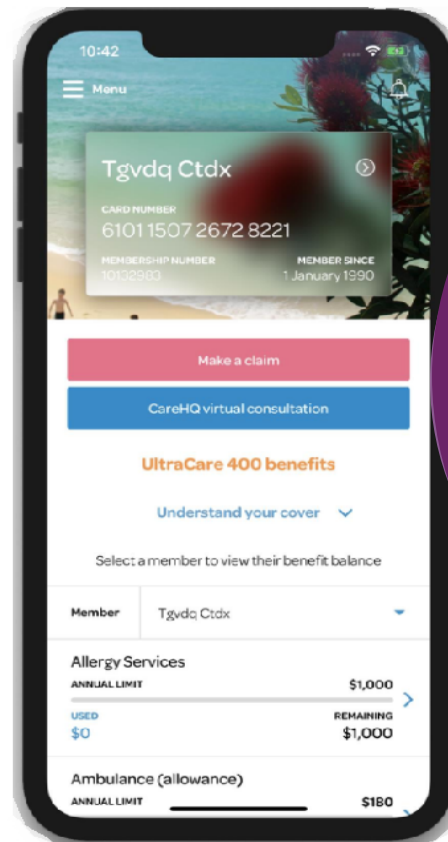
Next, you will be directed to the member search page. Use this screen to find your patient using their Southern Cross policy number, member card number or name and date of birth.

Just enter the date the procedure is to take place, select a search option, enter the required information and then click 'Search'.



The screenshot shows a web form titled "Member Search". It includes a "Service Date" field with a calendar icon, a "Search using" section with three radio button options: "Policy number" (selected), "Member Card Number", and "Name and date of birth". A text input field contains the number "123456". At the bottom are "Search" and "Reset" buttons.

If you have a barcode scanner or magnetic strip reader attached to your computer, Provider Web will allow you to scan or swipe the physical member card when the member card number option is selected.



Member cards

All members over the age of 16 are issued with a member card. Those who are registered for the *My Southern Cross* mobile app can also access a virtual member card.

Finding a member's policy

If the details given are invalid, Provider Web will let you know and give you the option to modify your search criteria.

Member search results

Policy number: 26565656 Service date: 11 Jun 2016 [Modify search](#)

We are unable to locate an exact match using the details provided, please try again or ask the member to contact Southern Cross on 0800 800 181.

Otherwise, all members on the matching policy will be shown as below – locate your patient in the list and click 'Select member'.

Member search results

Policy number: 123456 Service date: 27 Feb 2015 [Modify search](#)

First name	Last name	Date of Birth	Age	Address	Action
Arthur	Aardvark	10 Mar 1956	58	123 Member Street, Auckland Central, Auckland 1010	Select member
Mary	Aardvark	07 May 1959	55	123 Member Street, Auckland Central, Auckland 1010	Select member
Anthony	Aardvark	23 Oct 1991	24	123 Member Street, Auckland Central, Auckland 1010	Select member



Searching by name and DOB?

These must match the policy exactly for a result to be returned. If the member is known by other names or their birth date has been recorded differently in our system you may not be able to locate them.

Ask the member to call **0800 800 181** to get their policy number or refer them to their **My Southern Cross** app.

Entering service details

After selecting the member, you'll be directed to the Approval Request screen. This is where you will enter the details of the service(s) to be approved.

Approval Request for Mr Arthur Aardvark (Hide Details...)

Policy Number: 123456
Policy Plan: UltraCare 400
Policy Holder Name: Mr Arthur Aardvark

Patient Details
Patient Name: Mr Arthur Aardvark
Gender: Male
Active Member:
Date Of Birth: 10/03/1956
Address Line 1: 123 Member Street
Address Line 2: Auckland Central
City: Auckland

Does service meet Eligibility Criteria: [Please select an option]
ACC: [Please select an ACC option]
Request Priority: Normal

Service Details
Service Date: 27/02/2015
Provider / Surgeon: [Please select a provider]
Location: Test Service Provider C
Service: [Please select a service]
Add

Comments:

Submit Cancel

Application notice

Please apply for approval within 60 days in advance of treatment

Complete all the fields using the drop down lists, then click **'Add'**.

Only providers, locations and services that are contracted are available to select.

- ✓ If you need to add another service, just amend the drop down lists accordingly then click **'Add'** again.
- ✓ You can add multiple services within one approval for the same day and member if appropriate.

If you exceed the maximum number of services you'll need to submit these in a separate approval request.

When you're ready to send the request to Southern Cross, click **'Submit'**.

Approval definitions

Approval Request for Mr Arthur Aardvark (Hide Details...)

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Service Date: 27/02/2015
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Service: [Please select a service]
Add

Comments:

Submit Cancel

Reminder: apply eligibility criteria and policy exclusions before applying for prior approval and claiming on behalf of Southern Cross members*

You must determine whether the healthcare service you are intending to provide to the member is eligible for cover under the member's policy before applying for prior approval and claiming on behalf of the member. This includes consideration of eligibility criteria and policy exclusions. As an Affiliated Provider, to ensure members' healthcare services you provide are funded under policy, you are required to provide these services in accordance with eligibility criteria and any policy exclusions.

Checking these will ensure that prior approvals and claims are correct and ready for assessment.

1. Please confirm the member meets the appropriate [eligibility criteria](#).

What are eligibility criteria? [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.

2. Please ensure you are familiar with and apply all policy exclusions, including our general policy exclusions below. Refer to the relevant [policy document](#) for specific conditions and exceptions that apply to these exclusions.

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

What are policy exclusions? Policy exclusion(s) are conditions, treatments or situations that the relevant policy does not cover.


*We may ask for confirmation that this expectation has been met at any time.

Approval definitions

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Policy Holder Name: Mr Arthur Aardvark

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Active Member:
Date Of Birth: 10/03/1956
Address Line 1: 123 Member Street
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Does service meet Eligibility Criteria: [Please select an option]
ACC: [Please select an ACC option] 
Request Priority: Normal

Service Details
Service Date: 27/02/2015
Provider / Surgeon: [Please select a provider]
Location: Test Service Provider C
Service: [Please select a service]

Comments:




ACC




- **ACC work-related gradual process, disease or infection (WRGPDI) claim pending:**
The treatment relates to a possible work-related gradual process injury and a claim for cover has been (or will be) lodged with ACC, but ACC has not yet made a decision.
- **ACC accidental injury claim pending:**
The treatment relates to an accidental injury and a claim for cover has been (or will be) lodged with ACC, but ACC has not yet made a decision.
- **ACC treatment injury (TI) claim pending:**
The treatment relates to a possible treatment injury and a claim for cover has been (or will be) lodged with ACC, but ACC has not yet made a decision.
- **Not accident, treatment injury or WRGPDI:**
The treatment does not relate to a personal injury (accidental, treatment, or work-related gradual process) that is covered, or for which there is a reasonable expectation of cover, by ACC.
- **ACC claim approved. ACC decision regarding funding of treatment pending:**
The treatment relates to an ACC-covered accidental, treatment or work-related gradual process injury claim and treatment funding has been requested from ACC, but ACC has not yet made a decision.
- **ACC claim declined:**
The treatment relates to a personal injury, but ACC has issued a written decision declining the patient's ACC claim for cover or treatment funding application for a personal injury.
- **ACC surcharge (only use if you have surcharges contracted):**
The patient has an accepted ACC claim and ACC only pays up to regulated rates.





Approval definitions

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Address Line 1: 123 Member Street
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City: Auckland

Does service meet Eligibility Criteria: [Please select an option] 
ACC: [Please select an ACC option] 
Request Priority: Normal 

Service Details
Service Date: 27/02/2015 
Provider / Surgeon: [Please select a provider] 
Location: Test Service Provider C 
Service: [Please select a service] 

Comments:



Request priority

Normal: Your request will be viewed within 24 hours

Urgent: Your request will be viewed within 3 hours.



Service date

Select the date the procedure is to take place



Provider / surgeon

The available Providers within your contract



Location

The physical address where the procedure is taking place



Service

The procedure name

Checking if the member is covered

After submitting your approval request, you can click on the 'Approval Tracking' tab to view the result. The Approval Tracking screen shows the status of all applications that you have submitted.

From this page you can view the application details:

Edit the application details 📄

Cancel the application ✖


Request payment 💰

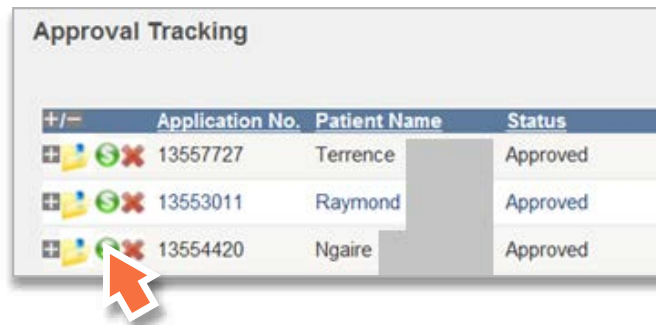
Approval Tracking										Show Filter Criteria... ▾
+/-	Application No.	Patient Name	Status	Priority	Service	Provider	Location	Service Date	Submitted Date	Estimated Shortfall
+	18319413	Hngq Skrc	Approved	Normal	AP0933			22/02/21	12/02/21	\$0.00
+	18321039	Kwzdx Bcfr	Approved	Normal	AP0936			22/02/21	12/02/21	\$0.00
+	18321053	Zwch Kynl Lzrpf	Approved	Normal	AP0936			22/02/21	12/02/21	\$0.00
+	18321064	Nydcvz Yczd	Approved	Normal	AP0935			22/02/21	12/02/21	\$0.00
+	18321068	Mbjspz Jtswvykdq	Approved	Normal	AP0936			22/02/21	12/02/21	\$0.00
+	18321769	Kwtnyb Nrtchjfpdk	Approved	Normal	AP0933			22/02/21	12/02/21	\$41.60
+	18321844	Yzlpfr Rwpmln	Approved	Normal	AP0936			22/02/21	12/02/21	\$0.00
+	18337505	Jytwz Znjkl	Approved	Normal	AP0936			22/02/21	18/02/21	\$0.00

View additional information













Click on the + icon next to each approval to see additional information about it - for example, a breakdown of the member's shortfall for each service.

Requesting payment

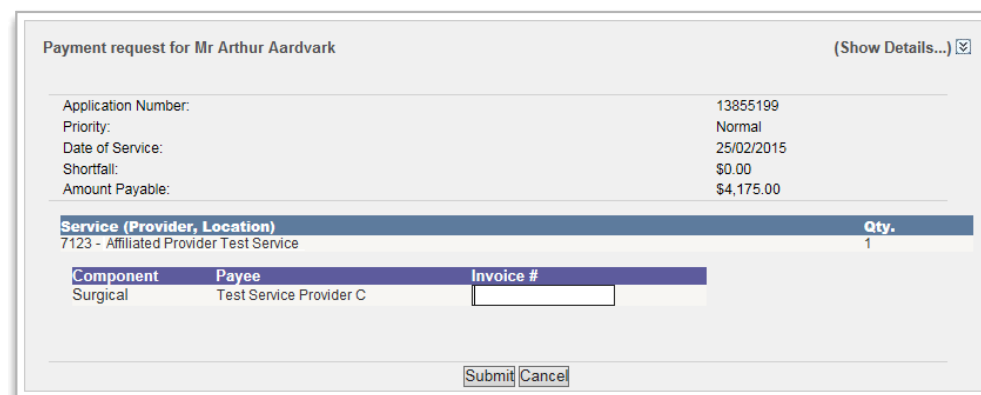
Once the service has been provided, you can request payment by clicking on the green dollar symbol  to the left of the approval in the Approval Tracking screen.



The screenshot shows an 'Approval Tracking' window with a table of application records. An orange arrow points to the green dollar symbol icon in the first column of the third row.

+/-	Application No.	Patient Name	Status
   	13557727	Terrence	Approved
   	13553011	Raymond	Approved
   	13554420	Ngaire	Approved

You can enter an invoice or reference number against each claim – this will appear on the Remittance Advice to help you reconcile payments to your bank account.



The form displays details for a payment request for Mr Arthur Aardvark. It includes fields for Application Number, Priority, Date of Service, Shortfall, and Amount Payable. Below this is a table for services and a table for components with an invoice number field.

Payment request for Mr Arthur Aardvark (Show Details...)

Application Number: 13855199
Priority: Normal
Date of Service: 25/02/2015
Shortfall: \$0.00
Amount Payable: \$4,175.00

Service (Provider, Location)	Qty.
7123 - Affiliated Provider Test Service	1

Component	Payee	Invoice #
Surgical	Test Service Provider C	<input type="text"/>

Tracking payment

Payments for claims submitted before 6pm each day will be made that night (except Sundays) and a Remittance Advice will be sent to your nominated email or postal address.

You can track the status of your payments using the Claim Tracking screen. To display more information about the payment, just click the + sign to the left of the claim in the list.

Note: Claims will normally be paid within 24 hours of the payment request being made, unless it's being held for further information or assessment.

Claim Tracking		Default Filter (Show Filter Criteria...) <input checked="" type="checkbox"/>						
+/-	Application No.	Claim No.	Patient Name	Claim Status	Service Date	Paid Amount	Total Shortfall	
	13545948	10534293	Gloria [REDACTED]	Payment Made	18/02/14	\$4,181.00	\$0.00	
	Service 8519	Component Surgical	Provider Provider A	Invoice No INV12345	Side Right	Qty 1		
	13524702	10539073	Mary [REDACTED]	Payment Made	19/02/14	\$4,181.00	\$0.00	
	13546598	10539075	John [REDACTED]	Payment Made	19/02/14	\$3,344.80	\$836.20	
	13553225	10539076	Alexander [REDACTED]	Payment Made	20/02/14	\$4,181.00	\$0.00	
	13548540	10539079	Yash [REDACTED]	Payment Made	19/02/14	\$3,344.80	\$836.20	

Maintenance

Depending on your level of access, the **Maintenance tab** will enable further features for the user:

User access only:

- o change the order of which services, providers and locations will display in drop-down lists.

Admin access only:

If you have an administrator profile you'll be able to see the additional fields under the **Maintenance tab**.

- o change the order of which services, providers and locations will display in drop-down lists.
- o create / update / remove users
- o add / remove contracts from users

The screenshot shows a 'List Ordering' window with a dropdown menu for 'Select user account' set to 'test.user1'. Below are three tabs: 'Services', 'Locations', and 'Providers'. The 'Services' tab is active, displaying two columns: 'Unsorted list' and 'Sorted list'. The 'Unsorted list' contains: 7007 - Service H, 7009 - Service G, 7013 - Service D, 7027 - Service A, 7061 - Service F, 7073 - Service D, 7072 - Service E, 7074 - Service C. The 'Sorted list' contains: 7027 - Service A, 7016 - Service B, 7074 - Service C, 7073 - Service D, 7072 - Service E, 7061 - Service F, 7009 - Service G, 7007 - Service H. Small green and orange arrows are visible between the lists, indicating drag-and-drop functionality.

The screenshot shows an 'Add User' form. It includes fields for 'Contract Number', 'Name', 'First Name' (with 'Test' entered), 'Last Name' (with 'Subject' entered), and 'Email Address' (with 'Test@southerncross.co.nz' entered). Below these are a 'Contract Party' dropdown menu and a 'Role' section with checkboxes for 'Admin', 'User', and 'Provider'. The 'Provider' checkbox is selected, and there is a dropdown menu next to it. At the bottom are 'Submit' and 'Cancel' buttons.

Adding a new user

Before you begin, check with the user if they already have login details for Provider Web under another contract. This will determine whether you select **'Add New User'** or **'Add Existing User'** in Step 3.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > Add User.
3. If the user is new to Provider Web and does not have a login, click the Add New User button. If they already have a login, click the Add Existing User.
4. Enter the information required.
5. Select the required contract party from the Contract Party field.
6. Tick the role(s) required as below, eg User.
7. Take note of the contract ID. You will need to provide this to the new user so they can complete their account registration. Existing users will not require the contract ID.
8. Click Submit.

Giving the right access


If adding an existing user - the contract will be linked to their login immediately.

Setting up a new user - login details will be sent within ten minutes to the user's email address.

Role	Capability
Admin	<ul style="list-style-type: none">• Create / updated / remove users.• Add / remove contracts from users.• Can be combined with user level if the user also needs to submit claims / approvals.
User	<ul style="list-style-type: none">• Submit approval requests.• Submit claim requests.
Provider	<ul style="list-style-type: none">• Submit approval requests for one provider only.• Submit claim requests for one provider only.


Update existing users

From time to time it may be necessary to update the details of your Provider Web users.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > User tracking.
3. Locate the user in the list and click the yellow folder  icon to the left of their name.
4. Update the details required then click Submit.

Deleting users

If there's been a staff change at your practice, it is important to remove users at earliest opportunity to prevent unauthorised use of Provider Web.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > User tracking.
3. Locate the user in the list, and click the red cross  icon to the left of their name.

Note that this will remove the user from that contract only. If you need to remove the user from multiple contracts you need to repeat the above actions on each contract .

Troubleshooting

Unexpected errors

If you receive an 'unexpected error' message, the system may have timed out.

1. Restart your web browser.
2. Begin the application process again.

If you continue to experience issues, contact your relationship manager on 0800 757 838. Please make a note of the steps you took that led to the error.

Planned Provider Web system outages

If there's an outage initiated by Southern Cross, a message will be added to the Provider Web Portal to advise all users of the outage details and possible outage time period. Access to the Provider Web system may be disabled during this time.

Can't see an approval?

Check filter dates are set correctly and clear any other information.

Other queries or issues related to Provider Web

Please contact your relationship manager for approval application or eligibility-related queries on 0800 757 838.

Support



Provider Web tutorial

Complete our online Provider Web tutorial to become more familiar with our Provider Web system. Click here to complete [Provider Web Tutorial](#)



Need more help?

If you need more help, please contact your relationship manager on 0800 757 838 or visit our website for frequently asked questions and answers [Provider Web FAQs](#)