Eligibility criteria for the removal of exostoses - effective up to and including 10 January 2027

Southern Cross will only reimburse the cost of the removal of exostoses under a member's policy when **at least one** of the following indications are present, with reasons provided in the clinical notes.

1. A reduction in external auditory canal dimensions to the point of water trapping post immersion.
2. Recurrent ear canal infections or the treatment of infections compromised by existing canal dimensions.
3. As a necessary adjunct to the effective management of other canal pathologies for example: canal cholesteatoma, erosive otitis externa.
4. A required component of another operative process where its inclusion will add incremental benefit eg tympanoplasty, atticotomy, tympanomastoid surgery.

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.

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