

Eligibility criteria for open septoplasty and septorhinoplasty - effective 17 December 2025

Southern Cross will only reimburse the cost of open septoplasty and septorhinoplasty under a member's policy when criteria **1, 2, and 3** below are met for that member.

1. The member has documented evidence of functional nasal obstruction by a validated objective symptom measurement (eg Nasal Obstruction Symptom Evaluation (NOSE) measure or Sino-Nasa Outcome Test-22 (SNOT-22) etc.).
2. The member presents with **one** of the following justifying the anatomical need for the open approach
 - dynamic lateral nasal wall collapse
 - external/internal nasal valve collapse
 - deviation of the nasal bones and cartilages that cannot be adequately corrected with an intranasal approach
 - deviated nasal septum alone, where correction of the septal deviation cannot be achieved with an intranasal approach without loss of nasal tip support.
3. Evidence that rhinitis has been adequately excluded or appropriately treated.

Documentation Requirements

All documentation must be retained for audit purposes and include supporting evidence. This should clearly justify the anatomical need for an open approach alongside radiological images or photographs where appropriate. Records must demonstrate compliance with clinical criteria and be available upon request.

The cost of open septoplasty and septorhinoplasty will **not** be reimbursed in the following circumstance:

- For a septoplasty/septorhinoplasty for congenital nasal deformities or anomalies (eg, cleft lip/palate, congenital nasal stenosis, or congenital asymmetry).
- For septoplasty/septorhinoplasty for post traumatic nasal deformity if it is related to or incurred as a consequence of an ACC approved accident or injury.
- For septoplasty/septorhinoplasty for the purposes of treating sleep apnoea, upper airways resistance and/or snoring.

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.