

# UltraCare

Policy document

Effective from 1 April 2026



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## You can have an UltraCare base plan or an UltraCare 400 plan

When your *policy* is taken out, the *policyholder* chooses either an UltraCare base plan or an UltraCare 400 plan.

### What UltraCare base covers

The UltraCare base plan provides cover for cancer treatment, surgical treatment, diagnostic imaging and tests, day-to-day treatment as well as other *healthcare services* outlined under 'What the UltraCare plans cover' from **page 11**.

### What UltraCare 400 covers

The UltraCare 400 plan provides the same cover as UltraCare base, with extra cover for prescription glasses and contact lenses, and dental treatment.

Underwritten by:

Southern Cross Medical Care Society, Level 1, Te Kupenga, 155 Fanshawe Street, Auckland 1010.



As part of our commitment to you, this document meets the WriteMark Plus Plain Language Standard. The WriteMark Plus is a quality mark awarded to documents that achieve a high standard of plain language.

## Our financial strength rating is A+ (Strong)

Southern Cross Medical Care Society, trading as Southern Cross Health Society, is the insurer of this *policy*.

Standard & Poor's (Australia) Pty Limited has given Southern Cross Health Society an A+ (Strong) financial strength rating.

The rating scale is:

- AAA (Extremely Strong)
- AA (Very Strong)
- A (Strong)
- BBB (Good)
- BB (Marginal)
- B (Weak)
- CCC (Very Weak)
- CC (Extremely Weak)
- SD or D (Selective Default or Default)

Ratings from 'AA' to 'CCC' may be modified with a plus (+) or minus (-) sign to show relative standing within the major rating categories. Full details of the rating scale are available at [spglobal.com/ratings/en/about/intro-to-credit-ratings](https://www.spglobal.com/ratings/en/about/intro-to-credit-ratings)

Standard & Poor's is an approved rating agency under the Insurance (Prudential Supervision) Act 2010.

## All dollar amounts are in New Zealand dollars and include GST

All references to dollar amounts in this policy document mean New Zealand currency and include GST.

## How to contact us

If you want to get in touch, you can reach us in a few ways.

- Enquire online, at [southerncross.co.nz/contact](https://southerncross.co.nz/contact)
- Phone us from New Zealand on **0800 800 181**, or from overseas on **+64 9 979 9212**
- Send us a letter, to **Southern Cross Health Society, Private Bag 99934, Newmarket, Auckland 1149, Freepost Authority 1440.**

## If you would like to make a complaint

If you have a complaint about our treatment of your *policy* or the service we've provided (including financial advice, a claim, a benefit entitlement, or our decision to cancel your *policy*), please tell us so we can work with you to resolve your concerns.

> **To make a complaint, contact us directly using our details above. Or, visit our website for more information on our complaints and dispute resolution process at [southerncross.co.nz/complaints](https://southerncross.co.nz/complaints)**

To resolve a complaint about your membership of Southern Cross, please refer to the Rules of Southern Cross at [southerncross.co.nz/rules](https://southerncross.co.nz/rules) or contact us.

## You can contact the Ombudsman if you're not satisfied

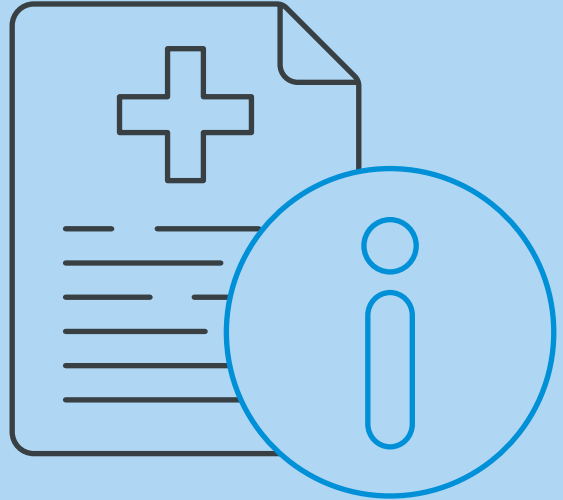
We're part of the Insurance & Financial Services Ombudsman's approved dispute resolution scheme (IFSO). This scheme is a free and independent dispute resolution service that helps investigate or resolve complaints for consumers.

If you're not satisfied with our response to your complaint or your complaint is not resolved, you can refer it on to IFSO.

> **For more information about IFSO or to contact them about a complaint, call 0800 888 202, or visit [ifso.nz](https://ifso.nz)**

# A

## Welcome to your UltraCare plan



Thank you for choosing us to take care of your health insurance needs.

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### We want to make sure you understand your health insurance

Take your time to read this policy document and the other documents that make up your health insurance *policy* listed on **page 7** to make sure you understand your cover.

#### **This policy document explains the benefits, and terms and conditions of your policy**

This policy document explains what is and isn't covered, the *policy limits*, the terms and conditions of cover, how to make a claim, and your responsibilities under this *policy*.

Some parts of this policy document will only apply to you if you have a specific plan or Cancer Cover Plus upgrade. We'll make it clear throughout this policy document if a certain part applies only to a specific plan or Cancer Cover Plus upgrade.

Check your *membership certificate* to see which plan you're covered by and any Cancer Cover Plus upgrade that applies.

We may make changes to this policy document from time to time, and this may change your cover under this *policy*. See the heading 'We may make changes that affect your policy' on **page 9**.

> **To access the latest policy document, contact us (see page 5 for contact details) or visit [southerncross.co.nz/plans](https://southerncross.co.nz/plans)**

## Some words in this policy document have specific meanings

When we use the following words in this policy document, here's what we mean.

- 'We', 'us', 'our' and 'Southern Cross' mean Southern Cross Medical Care Society trading as Southern Cross Health Society – our registered office is at Level 1, Te Kupenga, 155 Fanshawe Street, Auckland 1010.
- 'You' and 'your' mean the *policyholder* and any *dependant* listed on the *membership certificate*.
- 'Cover' means the amount we'll pay for *eligible* claims as detailed under each benefit in the section 'What the UltraCare plans cover' from **page 11**.

## Words in italics are defined in the 'Glossary of terms'

You'll also notice that some words and phrases in this policy document are in italics, *like this*. These words and phrases have specific meanings. They are defined in the 'Glossary of terms' from **page 50**.

## Headings in this document are for your convenience only

We have used descriptive headings in this policy document to help you find information. You should not rely on these headings to interpret the terms and conditions of your *policy*.

## The documents that make up your health insurance policy

Your health insurance *policy* is made up of:

- this policy document
- your application form
- your health insurance medical declaration (where relevant)
- your *membership certificate*
- the *eligibility criteria*
- the list of *unapproved healthcare services*
- the *list of prostheses and specialised equipment*
- the list of policy variations
- any changes made to the above documents from time to time.

These documents are designed to be read together to outline the cover your *policy* provides.

Your application form, health insurance medical declaration, and *membership certificate* are specific to your *policy* only. The *policyholder* can request a copy of these by contacting us or they can view their *membership certificate* on MySouthernCross.

We may make changes from time to time that could affect your cover under this *policy*. See the heading 'We may make changes that affect your policy' on **page 9**.

> **To access the latest versions of the other documents listed above, contact us (see page 5 for contact details) or visit [southerncross.co.nz/plans](https://southerncross.co.nz/plans)**

## Your membership certificate contains information specific to your policy

Your *membership certificate* contains:

- the key dates relevant to your *policy*
- the people covered under your *policy*
- the name of your plan and any Cancer Cover Plus upgrade that applies to your *policy*
- the *policyholder's* Southern Cross membership number
- any *pre-existing conditions* that you've made us aware of for the people covered under your *policy*
- any other information specific to your *policy*.

If information on your *membership certificate* contradicts what's stated in this policy document, the information on your *membership certificate* takes precedence over this policy document.

## The eligibility criteria set out any additional requirements that must be met for some healthcare services

We'll only cover certain *healthcare services* if the additional terms and conditions set out in the *eligibility criteria* have been met. The terms of each benefit (starting on **page 11**) state if *eligibility criteria* apply.

## The list of unapproved healthcare services sets out specific healthcare services that we don't cover

This list sets out the specific *drugs*, devices, techniques, tests, or other *healthcare services* that are not covered under any Southern Cross health insurance plans.

## The list of prostheses and specialised equipment sets out the specific items we cover as part of eligible surgical treatment

This list sets out the *prostheses*, specialised equipment and consumables, and donor tissue preparation charges that we cover as part of *eligible* surgical treatment under your *policy*. We'll only cover *prostheses*, specialised equipment and consumables, and donor tissue preparation charges that are included on this list unless we tell you otherwise.

## The list of policy variations sets out variations to your policy terms and conditions

This is a list of variations to your *policy* terms and conditions that may apply from time to time. These variations include the way we treat some *exclusions* (those listed from **page 29**) and certain benefit terms, or new ways of delivering *healthcare services* we're testing. This may mean you can access additional cover while these variations are included on the list of policy variations published on our website.

## When cover starts under your policy

The *policyholder's* cover under this *policy* starts on the *policy start date* and a *dependant's* cover starts on the date we add them to this *policy*. These dates are specified on your *membership certificate*.

## We may make changes that affect your policy

We regularly review our health insurance plans to ensure they remain relevant. So, from time to time we may change the *healthcare services* that are *eligible*, the scope of cover, terms and conditions of your *policy*, and your premiums.

If we change this policy document or your premiums, we'll tell the *policyholder* in writing what the changes are and the date that the changes will apply (this might be through MySouthernCross). The *policyholder* is responsible for telling *dependants* about any changes to the *policy*.

## We regularly update certain documents that form part of your policy

The following documents that form part of your *policy* are regularly updated as we continuously review how we cover *healthcare services* and certain technology. So, you should always refer to our website at [southerncross.co.nz/plans](https://southerncross.co.nz/plans) for the latest versions.

- The *eligibility criteria*
- The list of *unapproved healthcare services*
- The *list of prostheses and specialised equipment*
- The list of policy variations

## The policyholder can cancel this policy if they don't like the changes

If you're unhappy with any changes we're making, the *policyholder* can contact us within 1 month of the notification of changes to discuss options or cancel this *policy* (see **page 5** for contact details).

If the *policyholder* chooses to cancel this *policy*, we'll keep covering you for any period for which the premiums have been paid.

## Who can be covered under the UltraCare plans

Both the UltraCare base plan and the UltraCare 400 plan are only available to:

- New Zealand citizens
- New Zealand residents, and
- those who are entitled to publicly funded healthcare for all services as determined by the New Zealand Ministry of Health from time to time.

## How the UltraCare plans work with ACC and the public health system

The New Zealand public healthcare system provides cover for all New Zealand residents for *acute care* and some elective treatment.

ACC provides no-fault injury cover for everyone in New Zealand.

The UltraCare plans are designed to complement the services provided by ACC and the New Zealand public healthcare system. This is why the plans do not provide cover for *healthcare services* related to *acute care* or to an *accident, treatment injury* or *work-related gradual process injury* that ACC is legally responsible for. In some cases, ACC will not pay the full amount charged for your treatment. In these cases, you may be able to make a claim under your *policy* – refer to the ‘Accident and treatment injury top-up’ benefit on **page 26**.

## How your Southern Cross membership works

By applying for this *policy*, the *policyholder* has also applied for membership of Southern Cross for themselves and any *dependants* covered under this *policy*.

By applying for membership, the *policyholder* agrees (both for themselves and on behalf of their *dependants*) to be bound by the Rules of Southern Cross Medical Care Society.

> **Read the Rules of Southern Cross Medical Care Society on our website at [southerncross.co.nz/rules](https://southerncross.co.nz/rules), or contact us if you have questions or want to request a copy (see page 5 for contact details).**

If the *policyholder's* membership of Southern Cross is terminated for any reason (including death), this *policy* will be terminated.

If this *policy* is terminated (for whatever reason), the *policyholder* and any *dependant's* membership of Southern Cross will end.

The *policyholder* can cancel this *policy* during the 14-day review period referred to under ‘Making changes or cancelling within 14 days’ on **page 44**. If this happens, then the *policyholder* and any *dependant's* membership of Southern Cross will end from the date that the 14-day review period started.

# B

## What the UltraCare plans cover



This section details the *healthcare services* covered by the UltraCare base plan and the UltraCare 400 plan. Check your *membership certificate* to see which plan you're covered by.

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We'll cover a *healthcare service* if it's *eligible*. We'll cover either the actual charges or the *reasonable charges* incurred for an *eligible healthcare service*. We'll cover these charges up to the *policy limits* as outlined in each benefit in this section.

For a *healthcare service* to be *eligible* all the following must apply:

- it's a *healthcare service* covered under or listed in the benefits in this section
- it complies with any terms and conditions (such as *eligibility criteria*) that we may specify from time to time
- it's an *approved treatment*
- charges have been incurred, or will be incurred for the *healthcare service*
- it's not excluded under your *policy*
- it's performed in private practice by a *health services provider* with registration relevant to the *healthcare service*.

Contact us (see **page 5** for contact details) if you're unsure whether a *healthcare service* is covered under your *policy*.

> To view the *eligibility criteria* that apply to certain benefits, visit [southerncross.co.nz/eligibilitycriteria](https://southerncross.co.nz/eligibilitycriteria)

### Actual and reasonable charges

The terms of each benefit explain whether we'll cover either the actual charges or the *reasonable charges* incurred for an *eligible healthcare service*.

If we cover the *reasonable charges* incurred for an *eligible healthcare service*, you'll be responsible for paying any amount exceeding the *reasonable charges* directly to the *health services provider*.

For more details on how we determine and apply *reasonable charges*, see **page 39**.

## Policy limits

The terms of each benefit explain the *policy limits* that may apply. There may also be *policy limits* in other parts of the *policy*.

*Policy limits* may be a limit for each *operation*, procedure, item, day, or lifetime, or may be an *annual limit*. If the *policy limit* is 'unlimited', other terms and conditions (such as *policy limits* in other parts of the *policy*, and *reasonable charges*) still apply.

The *policy limits* apply to each person covered under your *policy* individually.

You'll be responsible for paying any amount exceeding the *policy limits* directly to the *health services provider*.

For more details about *policy limits*, see **page 40**.

## We're not liable for the quality of the healthcare services you receive

We're not liable for the quality, standard, or effectiveness of any *healthcare services* you receive. This includes any actions of the *health services provider* or any of their employees or agents.

## Consultations

Consultations are covered with certain *specialists*, psychiatrists, psychologists, and dietitians.

### Specialist consultations

**\$10,000 each *claims year***

This benefit provides cover for consultations performed by a *specialist*, including consultations for getting a second opinion on your diagnosis or treatment plan by a *specialist*.

This benefit also provides cover for consultations with a *health services provider* who is working under the supervision of a *specialist* who is an *Affiliated Provider* if this type of consultation is:

- included in the *Affiliated Provider's* contract with us, and
- approved by us.

We'll cover the *reasonable charges* incurred for consultations, to a maximum of \$10,000 each *claims year*.

This benefit does not cover:

- consultations with a psychiatrist or psychologist, which are covered under the 'Mental health consultations' benefit below, or
- consultations related to skin lesions, which are covered under the 'Skin lesion services' benefit on **page 18**.

**Mental health consultations****\$1,500 each *claims year***

This benefit provides cover for consultations performed by a psychiatrist who is vocationally registered in psychiatry, or by a psychologist registered with the New Zealand Psychologists Board.

We'll cover the *reasonable charges* incurred for consultations, to a maximum of \$1,500 each *claims year*.

**Dietitian consultations****\$125 each consultation up to \$625 each *claims year***

This benefit provides cover for dietitian consultations only when you're referred by a *specialist* in private practice. The consultation must be performed by a dietitian registered with the New Zealand Dietitian Board.

We'll cover the *reasonable charges* incurred for each consultation up to \$125, to a maximum of \$625 each *claims year*.

**Imaging and tests**

The following diagnostic imaging and tests are covered.

**Diagnostic imaging****\$100,000 each *claims year***

This benefit provides cover for diagnostic imaging performed in an *approved facility*.

For certain imaging procedures, *eligibility criteria* need to be met before we'll cover them.

This benefit covers the following imaging procedures.

- 2D and 3D mammography
- Computed tomography (CT scan)
- CT angiogram (CTA)
- Nuclear medicine scan (scintigraphy)
- Ultrasound, except when related to obstetrics and varicose veins (legs)
- X-ray, except when performed by a dentist or chiropractor

This benefit also covers the following imaging procedures only when you're referred by a *specialist* in private practice.

- Cone beam computed tomography (CBCT)
- CT coronary angiogram (CTCA)
- Magnetic resonance imaging (MRI scan)
- MR angiogram (MRA)
- Myocardial perfusion scan
- Positron emission tomography/computed tomography (PET/CT) for specific diagnosed cancers and cardiac conditions

We'll cover the *reasonable charges* incurred for imaging procedures, to a maximum of \$100,000 each *claims year*.

## Cardiac tests

**\$5,000 each claims year**

This benefit provides cover for cardiac tests performed in an *approved facility* only when you're referred by a *specialist* in private practice.

For certain tests, *eligibility criteria* need to be met before we'll cover them.

This benefit covers the following cardiac tests.

- Advanced electrocardiogram (A-ECG)
- Dobutamine stress echocardiogram
- Echocardiogram
- Exercise ECG
- Holter monitoring
- Resting ECG
- Stress echocardiogram
- Transoesophageal echocardiogram (TOE)

We'll cover the *reasonable charges* incurred for cardiac tests, to a maximum of \$5,000 each *claims year*.

## Diagnostic tests

**\$3,000 each claims year**

This benefit provides cover for diagnostic tests performed in an *approved facility* only when you're referred by a *specialist* in private practice.

For certain tests, *eligibility criteria* need to be met before we'll cover them.

This benefit covers the following diagnostic tests.

- Ambulatory blood pressure monitoring (ABPM)
- Ankle brachial index
- Anorectal physiology studies
- Bone marrow aspiration
- Caloric reflex test
- Colposcopy with or without biopsy under local anaesthetic or no anaesthetic
- Compartment pressure study
- Corneal pachymetry
- Corneal topography
- Electroencephalogram (EEG)
- Electromyogram (EMG)
- Electrooculogram (EOG)
- Electroretinogram (ERG)
- Lung function test
- Nasendoscopy (in rooms)
- Oesophageal 24hr pH monitoring (gastric function study)
- Oesophageal manometry test
- Optical coherence tomography (OCT)
- Overnight pulse oximetry
- Proctoscopy
- Retinal photography
- Scanning laser polarimetry (SLP)
- Segmental pressure test
- Sigmoidoscopy (in rooms)
- Simple urinary flow study
- Sleep study
- Specular microscopy
- Spirometry

## Diagnostic tests (continued)

- Endometrial biopsy under local anaesthetic or no anaesthetic
- Fractional exhaled nitric oxide (FeNO) test
- Full urodynamic assessment
- Fluorescein angiography
- Heidelberg retinal tomography (HRT)
- Hydrogen breath test
- Intraocular pressure (IOP) test
- Laryngoscopy (in rooms)
- Lumbar puncture
- Lung diffusion study
- Ultrasound of the eye
- Urea breath test (H. pylori breath test)
- Vascular laboratory testing
- Vestibular evoked myogenic potential (VEMP)
- Video-assisted head impulse test (vHIT)
- Videonystagmography (VNG)
- Visual evoked potential (VEP)
- Visual field test
- Vulvoscopy with or without biopsy under local anaesthetic or no anaesthetic

We'll cover the *reasonable charges* incurred for diagnostic tests, to a maximum of \$3,000 each *claims year*.

## Laboratory tests

**\$70 each *claims year***

This benefit covers laboratory tests performed for diagnostic purposes but not funded by a government agency.

The test must be performed by an accredited hospital, community-based or regional referral laboratory that's approved by International Accreditation New Zealand.

We'll cover the actual charges incurred for laboratory tests, to a maximum of \$70 each *claims year*.

## Surgical treatment

The following outlines your cover for surgical procedures, skin lesion services, and GP minor surgery.

### Surgical procedures

Unlimited

This benefit provides cover for surgical procedures performed in an *approved facility* by a *specialist* or an *Affiliated Provider* contracted for that *healthcare service*.

For certain surgical procedures, *eligibility criteria* need to be met before we'll cover them.

If you're having two or more surgical procedures at the same time, or if your *operation* involves more than one surgeon (including an assistant surgeon), let us know at the time of prior approval so that we can determine the extent of your cover.

This benefit provides cover for the charges incurred for each of the following components associated with the procedure.

- Operating fees for one surgeon for each *operation* (unless we've accepted cover for more than one at the time of prior approval)
- Anaesthetist's fees
- Intensivist's fees
- Perfusionist's fees
- *Hospital fees*
- Surgically implanted *prostheses*, specialised equipment and consumables, and donor tissue preparation. The *list of prostheses and specialised equipment* sets out which of these we'll cover.

> **To see the *list of prostheses and specialised equipment*, contact us (see page 5 for contact details) or visit [southerncross.co.nz/lopse](https://southerncross.co.nz/lopse)**

This benefit includes cover for some less invasive procedures and medical treatments which a *specialist* or *Affiliated Provider* may consider more appropriate for your condition. Contact us to check eligibility for cover before getting treatment.

The charges associated with the following procedures are covered under this benefit to the extent stated below, subject to the stated *policy limits* and criteria.

#### Major diagnostic procedures

This benefit provides cover for major diagnostic procedures including, but not limited to, angiograms and endoscopies. Endoscopies include colonoscopy, gastroscopy, hysteroscopy, and cystoscopy.

#### Sterilisation

After 1 year of *continuous cover* on this plan, this benefit provides cover for sterilisation procedures (for example, vasectomy) performed by a *general practitioner* or *specialist* in an *approved facility*.

This does not cover reversal of sterilisation.

## Surgical procedures (continued)

### Tooth extraction

This benefit provides cover for the complete extraction or partial removal of teeth if removal is required to be performed before an *eligible* surgical treatment, chemotherapy, or radiotherapy. You must be referred by the treating *specialist* for the *eligible* surgical treatment, chemotherapy, or radiotherapy.

After 3 years of *continuous cover* on this plan, this benefit provides cover for the complete extraction or partial removal of unerupted or impacted teeth.

### Breast reconstruction

This benefit provides cover for breast reconstruction procedures of the affected breast following an *eligible* mastectomy.

Any reconstruction procedures after the initial reconstruction procedure are only covered when performed within 2 years from either:

- placement of the first permanent implant
- the first fat grafting procedure
- therapeutic mammoplasty, or
- flap surgery.

No time limit restrictions apply for nipple reconstruction, including tattooing.

### Varicose vein procedures (legs)

After 3 years of *continuous cover* on this plan, this benefit provides cover for up to two varicose vein procedures for each leg during your lifetime. If you have multiple procedures during a single *operation*, we count these as separate procedures under the lifetime limit for each leg.

The procedures we cover for treatment of varicose veins (in legs) are:

- endovenous laser treatment
- ultrasound guided sclerotherapy
- varicose vein surgery
- cyanoacrylate embolisation
- endovenous radiofrequency ablation (EVRFA).

We'll also cover related duplex vein mapping, but the lifetime limit does not apply.

### Percutaneous medial branch thermal radiofrequency neurotomy

This benefit provides cover for up to two percutaneous medial branch thermal radiofrequency neurotomy procedures during your lifetime.

### Skin lesion removal or Mohs closure under general anaesthetic or IV sedation

This benefit provides cover for the following procedures when performed under general anaesthetic or IV sedation:

- Excision and biopsy of skin lesions, or
- closure of the wound following a Mohs surgery.

We'll cover the *reasonable charges* incurred for the costs associated with the procedure.

## Skin lesion services

**\$10,000 each claims year**  
(sub-limits apply)

This benefit provides cover for skin lesion consultations and *eligible* treatment of skin lesion services performed under local anaesthetic, no anaesthetic or oral sedation by a *specialist*, an *Affiliated Provider* contracted for these services or a *general practitioner*.

For certain skin lesion services, *eligibility criteria* need to be met before we'll cover them.

This benefit covers:

- all consultations related to skin lesions
- excision, biopsy, curettage, and diathermy of skin lesions
- cryotherapy for skin lesions
- Mohs surgery, including excision and closure.

Mohs surgery must be performed by a *specialist* who is accredited by the Australasian College of Dermatologists or the American College of Mohs surgery (or who has their qualification recognised as equivalent to accreditations from either of those colleges).

Where the skin lesion services are performed by an *Affiliated Provider* contracted for these services, we'll cover 100% of the actual charges incurred, unless we or your *Affiliated Provider* tell you otherwise. In other cases, where the skin lesion services are performed by a *specialist* or *general practitioner* who is not an *Affiliated Provider*, we'll cover the *reasonable charges* incurred.

The maximum we'll cover is \$10,000 each *claims year*. This limit includes the following sub-limits:

- Up to \$200 each *claims year* for cryotherapy of skin lesions performed by a *specialist*, an *Affiliated Provider* or a *general practitioner*
- Up to \$1,000 each *claims year* for skin lesion services when performed by a *general practitioner* who is not an *Affiliated Provider*.

Skin lesion removal and Mohs closure procedures performed under general anaesthetic or IV sedation, are covered under the 'Surgical procedures' benefit on **page 17**.

## GP minor surgery

**\$1,000 each claims year**

This benefit provides cover for minor surgeries performed by a *general practitioner*. This includes, for example, the removal or resection of ingrown toenails, steroid or cortisone injections, and abscess drainage.

We'll cover the *reasonable charges* incurred for minor surgeries, to a maximum of \$1,000 each *claims year*.

This benefit does not cover consultations or skin lesion services.

## Surgical allowances

The following outlines your cover for gastric banding or bypass, breast reduction, breast symmetry, and prophylactic treatments.

### Gastric banding or bypass allowance

**\$7,500 during a lifetime**

After 3 years of *continuous cover* on this plan, this benefit contributes towards one of the following bariatric procedures, including any follow-up treatment that may be required.

- Gastric banding
- Gastric bypass, for example, Roux-en-Y, mini gastric-bypass
- Sleeve gastrectomy
- Single anastomosis duodeno-ileostomy with sleeve (SADI-S)
- Endoscopic sleeve gastroplasty

For the above bariatric procedures, *eligibility criteria* need to be met before we'll cover them. We also need a medical report by a *specialist* to assess your eligibility for cover.

We'll cover the actual charges incurred for the procedure and any follow-up treatment, to a maximum of \$7,500 during your lifetime.

### Breast reduction allowance

**\$15,000 during a lifetime**

After 3 years of *continuous cover* on this plan, this benefit contributes towards breast reduction procedures, including any follow-up treatment that may be required.

For breast reduction procedures, *eligibility criteria* need to be met before we'll cover them. We also need a medical report by a *specialist* to assess your eligibility for cover.

We'll cover the actual charges incurred for the procedure and any follow-up treatment, to a maximum of \$15,000 during your lifetime.

### Breast symmetry allowance

**\$10,000 during a lifetime**

This benefit contributes towards breast symmetry procedures by augmentation or reduction of the unaffected breast following an *eligible* mastectomy. This benefit also covers any follow-up treatment that may be required.

For breast symmetry procedures, *eligibility criteria* need to be met before we'll cover them.

We'll cover the actual charges incurred for the procedure and any follow-up treatment, to a maximum of \$10,000 during your lifetime.

## Prophylactic treatment allowance

**\$50,000 during a lifetime**

After 3 years of *continuous cover* on this plan, this benefit contributes towards prophylactic treatment to address a highly increased risk of developing a disease due to your medical history or genetic predisposition. This benefit also covers any follow-up *healthcare services* that are related to the prophylactic treatment.

For prophylactic treatments, *eligibility criteria* need to be met before we'll cover them.

You must get prior approval from us before the treatment is performed.

**> Find out how to apply for prior approval on page 36.**

We'll cover the actual charges incurred for the treatment and any follow-up *healthcare services*, to a maximum of \$50,000 during your lifetime.

## Cancer treatment

*Healthcare services* to support cancer diagnosis, surgery, treatment, and recovery are covered under a range of benefits under the UltraCare plans.

The following outlines cover for chemotherapy for cancer and radiotherapy.

### Chemotherapy for cancer (base)

**\$60,000 each claims year**  
(includes \$10,000 for *chemotherapy drugs* that are not *Pharmac approved* but *Medsafe*-indicated)

This benefit provides cover for chemotherapy treatment for cancer. The chemotherapy treatment must be performed by a *specialist*.

This benefit provides cover for the following costs associated with chemotherapy treatment.

- *Pharmac approved chemotherapy drugs*
- Up to a maximum of \$10,000 each *claims year* for *chemotherapy drugs* that are not *Pharmac approved* but are *Medsafe*-indicated for treatment of the cancer you've been diagnosed with
- Administration of the *chemotherapy drugs*
- Hospital accommodation in a single room
- *Ancillary hospital charges*

This benefit does not cover consultations.

We'll cover the *reasonable charges* incurred for the costs associated with chemotherapy treatment, to a maximum of \$60,000 each *claims year*. This amount includes the \$10,000, mentioned above, for *chemotherapy drugs* that are not *Pharmac approved* but are *Medsafe*-indicated.

## Cancer Cover Plus – Optional chemotherapy for cancer upgrades

**Chemotherapy 100:**  
\$100,000 each *claims year*  
**Chemotherapy 300:**  
\$300,000 each *claims year*

You can upgrade from your 'Chemotherapy for cancer (base)' benefit set out above to one of the Cancer Cover Plus options: Chemotherapy 100 or Chemotherapy 300.

Your current *membership certificate* will confirm whether you have one of these upgraded options. This upgrade replaces your cover under the 'Chemotherapy for cancer (base)' benefit except where the *exclusion* for family history of cancer applies.

The chemotherapy treatment must be performed by a *specialist*.

### What the Chemotherapy 100 and Chemotherapy 300 optional upgrades cover

Chemotherapy 100 and Chemotherapy 300 provide cover for the following costs associated with chemotherapy treatment.

- *Pharmac approved chemotherapy drugs*
- *Chemotherapy drugs* that are not *Pharmac approved* but are *Medsafe*-indicated for treatment of the cancer you've been diagnosed with
- Administration of the *chemotherapy drugs*
- Hospital accommodation in a single room
- *Ancillary hospital charges*

This benefit does not cover consultations.

We'll cover the *reasonable charges* incurred for the costs associated with chemotherapy treatment, to a maximum of either:

- \$100,000 each *claims year* under Chemotherapy 100
- \$300,000 each *claims year* under Chemotherapy 300.

### Cancer Cover Plus excludes cover for family history of cancer

If the *policyholder* or any *dependant* has a family history of cancer as defined below, the specific cancer which they have a family history of will be excluded for them under Cancer Cover Plus.

The *exclusion* for family history of cancer will not apply to the 'Chemotherapy for cancer (base)' benefit.

Family history of cancer means both of the following statements apply to someone covered by this *policy*.

- They have two or more biological siblings or parents (living or dead) who have been diagnosed with colorectal, breast, ovarian, or prostate cancer before the age of 55.
- They were aware of, or should reasonably have been aware of, the diagnosis before the:
  - date the *policyholder* applied for Cancer Cover Plus, or
  - date they were added to the *policy*, if they were a *dependant* added after the *policyholder* applied for Cancer Cover Plus.

## Radiotherapy

Unlimited

This benefit provides cover for radiotherapy planning and treatment performed in an *approved facility* by a *specialist* who is vocationally registered in radiation oncology.

Please note that only a limited range of radiotherapy treatments are covered and *eligibility criteria* will need to be met before we'll cover them.

We'll cover the *reasonable charges* incurred for radiotherapy treatment.

This benefit does not cover *specialist* consultations, *drugs*, follow-up imaging, or any other *healthcare services*.

## IV infusions (non-cancer)

\$1,000 each *claims year*

This benefit provides cover for IV infusions of *drugs* that are *Medsafe*-indicated for treatment of the condition you've been diagnosed with. The IV infusion must be provided in an *approved facility* by, or under the care of, a *specialist*.

This benefit does not cover consultations related to infusions or the cost of drugs that are not *Pharmac approved*.

We'll cover the *reasonable charges* incurred for infusions, to a maximum of \$1,000 each *claims year*.

## Allergy services

\$1,000 each *claims year*

This benefit provides cover for allergy-related services, including allergy testing and desensitisation. The services must be provided by, or under the care of, either:

- a *specialist*, or
- a *general practitioner* who has an *Easy-Claim* agreement with us.

> You can find a *general practitioner* who has an *Easy-Claim* agreement with us at [healthcarefinder.co.nz](https://www.healthcarefinder.co.nz)

This benefit does not cover consultations or the cost of drugs that are not *Pharmac approved*.

We'll cover the *reasonable charges* incurred for allergy services, to a maximum of \$1,000 each *claims year*.

## Psychiatric hospitalisation

**\$3,500 each claims year**  
(sub-limits apply)

This benefit provides cover for admission and care by a *specialist* who is vocationally registered in psychiatry in an *approved facility*.

We'll cover the *reasonable charges* incurred for psychiatric admission and care, to a maximum of \$3,500 each *claims year*. This limit includes the following sub-limits:

- up to \$700 for each night or day-stay in hospital accommodation
- up to \$200 each *claims year* for *ancillary hospital charges*.

## Overseas treatment allowance

**\$30,000 each claims year**

This benefit provides a reimbursement towards medical expenses for treatment that you receive overseas if that treatment is not available in New Zealand.

All the following must apply to the overseas treatment:

- it's not available in public or private health facilities anywhere within New Zealand
- it's recommended as necessary by a *specialist* for your health condition and is not experimental or unorthodox
- it's widely accepted professionally in the country you receive the treatment as effective, appropriate, and essential based on recognised standards of the healthcare specialty involved.

You must send us a medical report. We recommend you get prior approval from us before the treatment is performed.

**> Find out how to apply for prior approval on page 36.**

General *exclusions* apply to overseas treatment (see the section 'What the UltraCare plans don't cover' from **page 29**). This benefit does not cover accommodation or travel expenses.

We'll cover the actual charges incurred for overseas treatment, to a maximum of \$30,000 each *claims year*.

## Obstetrics allowance

**\$1,000 each claims year**

After 1 year of *continuous cover* on this plan, this benefit provides cover for obstetric care and services performed by a *specialist* who is vocationally registered in obstetrics and gynaecology or anaesthesia, 2D and Doppler ultrasounds, and accommodation in an *approved facility*.

This benefit is only available to the *policyholder* or *dependant* who receives the obstetric care and services directly, it does not cover accommodation costs for any person not directly receiving the obstetrics care.

We'll cover the actual charges incurred for obstetric care and services, to a maximum of \$1,000 each *claims year*.

## Recovery services

We cover the following services to aid your recovery after treatment.

### Post-operative home nursing

**\$175 each day up to \$2,800 each *claims year***

This benefit provides cover for home nursing care performed by a *nurse*. You must be referred by a *specialist* in private practice.

The home nursing care must start within 14 days of related *eligible* surgical treatment, chemotherapy, or radiotherapy.

We'll cover the *reasonable charges* incurred for each day of nursing care up to \$175, to a maximum of \$2,800 each *claims year*.

### Post-operative speech and language therapy

**\$80 each visit up to \$400 each *claims year***

This benefit provides cover for treatment by a speech and language therapist who is registered with the New Zealand Speech-language Therapists' Association. You must be referred by a *specialist* in private practice.

The treatment must be performed following related *eligible* surgical treatment, chemotherapy, or radiotherapy.

We'll cover the *reasonable charges* incurred for each visit up to \$80, to a maximum of \$400 each *claims year*.

### Post-operative physiotherapy

**\$60 each visit up to \$300 each *claims year***

This benefit provides cover for physiotherapy treatment performed by either:

- a physiotherapist registered with the Physiotherapy Board of New Zealand, or
- a hand therapist registered with Hand Therapy New Zealand.

The treatment must be performed within 6 months of related *eligible* surgical treatment, chemotherapy, or radiotherapy.

We'll cover the *reasonable charges* incurred for each visit up to \$60, to a maximum of \$300 each *claims year*.

## Support services

We provide the following benefits to support you during treatment.

### Ambulance allowance

**\$180 each *claims year***

This benefit provides cover for ambulance transport to a public health facility.

We'll cover the actual charges incurred for ambulance transport, to a maximum of \$180 each *claims year*.

### Travel and accommodation allowance

**\$500 each *claims year***

This benefit provides cover for travel and accommodation costs for any person covered under this *policy* if it's necessary for them to travel to receive an *eligible healthcare service*. This includes cover for travel and accommodation costs for one support person to travel with them.

Travel costs cover public transport charges for buses, trains, taxis, shuttles, planes, ferries and ride sharing services.

Accommodation costs cover charges for hotel or motel rooms, hospital flats, short-term rental accommodation through hosting platforms or hospital rooming fees for the support person.

All the following must apply to be *eligible* for cover under this benefit:

- The *eligible healthcare service* that the *policyholder* or *dependant* needs is not available in their hometown or city.
- The *policyholder* or *dependant* must travel more than 100km away from their home to receive the *eligible healthcare service*.
- All travel and accommodation is within New Zealand.

This benefit does not cover car hire, mileage, or petrol costs.

We'll cover the actual charges incurred for travel and accommodation costs, to a maximum of \$500 each *claims year*.

## Palliative care and treatment allowance

\$2,400 each *claims year*

After 3 years of *continuous cover* on this plan, this benefit provides cover for the following palliative care and treatment services to provide support and comfort when you're diagnosed with a progressive terminal illness.

- Home nursing care performed by a *nurse*
- Healthcare equipment
- Private *hospital fees* for pain management or nursing care
- Physiotherapy treatment performed by a physiotherapist registered with the Physiotherapy Board of New Zealand
- *General practitioner* visits (including home visits)
- Nutritional support prescribed by a *general practitioner, specialist, nurse, or nutritionist*
- Counselling consultations
- Pharmacy and pain management costs

This benefit does not cover home alterations, entertainment, leisure, travel expenses, and any costs that another policy benefit covers.

We'll cover the actual charges incurred for palliative care and treatment, to a maximum of \$2,400 each *claims year*.

## Accident and treatment injury top-up

If your ACC entitlement doesn't cover you for the full amount charged for *healthcare services* related to an *accident, treatment injury* or *work-related gradual process injury*, you can make a claim for the shortfall under the relevant benefit if that *healthcare service* is covered under your *policy*. The *policy limits, terms and conditions* of that benefit will apply.

If you need a *healthcare service* related to an *accident, treatment injury, or work-related gradual process injury*, you must do everything you reasonably can to obtain ACC approval for payment of the cost of your *healthcare service*. This includes signing all documents and doing everything necessary to enable us to protect any entitlement from ACC.

We'll cover the remaining cost of the *eligible healthcare service* after the ACC contribution has been deducted, up to the *policy limits* for the relevant benefit.

## Day-to-day treatment

This benefit provides cover for *general practitioner* services, annual health checks, flu vaccinations, and more.

What we'll cover	We'll cover the actual charges incurred up to the <i>policy limits</i> set out below
<p><b>General practitioner services</b></p> <p>Consultations and treatment performed by a <i>general practitioner</i>, or a <i>nurse</i> at a general practice clinic.</p>	\$100 for each visit.
<p><b>Nurse services</b></p> <p>Performed by a <i>nurse</i>.</p> <p>Services performed at a general practice clinic by a <i>nurse</i> are covered under <i>general practitioner</i> services as set out above.</p>	\$30 for each visit.
<p><b>Annual health check</b></p> <p>Performed by a <i>general practitioner</i>, <i>nurse</i> or <i>specialist</i>.</p>	\$100 each <i>claims year</i> .
<p><b>Flu vaccination</b></p>	The cost of one flu vaccination in each <i>claims year</i> .
<p><b>Prescriptions</b></p> <p><i>Drugs</i> prescribed by a <i>health services provider</i>.</p> <p>This excludes cover for drugs that are not <i>Pharmac approved</i>.</p>	\$600 each <i>claims year</i> .
<p><b>Physiotherapy</b></p> <p>Performed by a physiotherapist who is registered with the Physiotherapy Board of New Zealand.</p>	\$60 for each visit, to a maximum of \$300 each <i>claims year</i> .
<p><b>Chiropractic services</b></p> <p>Performed by a chiropractor who is registered with the New Zealand Chiropractic Board.</p> <p>This excludes cover for medication.</p>	\$60 for each visit, to a maximum of \$300 each <i>claims year</i> .
<p><b>Osteopathy</b></p> <p>Performed by an osteopath who is registered with the Osteopathic Council of New Zealand.</p> <p>This excludes cover for medication.</p>	\$60 for each visit, to a maximum of \$300 each <i>claims year</i> .
<p><b>Audiology services</b></p> <p>Performed by an audiologist who is a member of the New Zealand Audiological Society.</p>	\$200 each <i>claims year</i> .

## Day-to-day treatment (continued)

What we'll cover	We'll cover the actual charges incurred up to the <i>policy limits</i> set out below
<p><b>Hearing tests</b></p> <p>Performed by an audiologist or an audiometrist who is a member of the New Zealand Audiological Society.</p> <p>This includes pure-tone audiometry, impedance audiometry, tympanometry, and brainstem auditory evoked response tests.</p>	\$210 each <i>claims year</i> .
<p>Services provided by:</p> <ul style="list-style-type: none"> <li>• a <b>dietitian</b> who is registered with the New Zealand Dietitian Board</li> <li>• a <b>nutritionist</b> who is registered with the Nutrition Society of New Zealand or the Clinical Nutrition Association.</li> </ul> <p>This excludes cover for the cost of food and food substitutes.</p>	Combined maximum of \$440 each <i>claims year</i> .
<p><b>Optometry consultations</b></p> <p>Performed by an optometrist who is registered with the New Zealand Optometrists and Dispensing Opticians Board.</p>	\$70 for each visit, to a maximum of \$350 each <i>claims year</i> .
<p><b>Orthoptist treatment</b></p> <p>Performed by a registered orthoptist.</p>	\$200 each <i>claims year</i> .
<p><b>Podiatry services</b></p> <p>Performed by a podiatrist who is registered with the Podiatrists Board of New Zealand.</p>	\$400 each <i>claims year</i> .

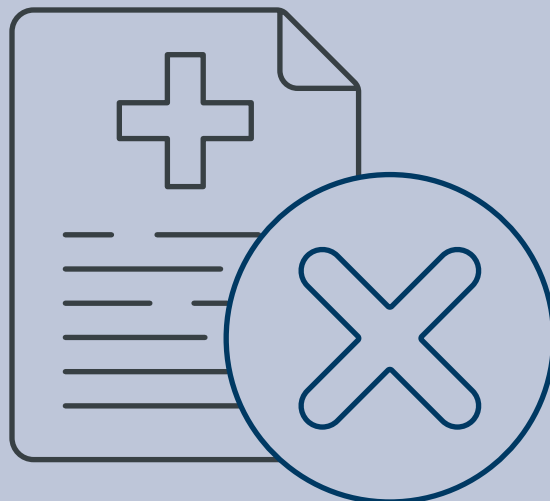
## Vision and dental (only if you have UltraCare 400)

If you have the UltraCare 400 plan, this benefit provides cover for dental care and the purchase of prescription glasses and contact lenses.

What we'll cover	We'll cover the actual charges incurred up to the <i>policy limits</i> set out below
<p><b>Prescription glasses, prescription sunglasses, and prescription contact lenses</b></p> <p>Prescribed by a registered ophthalmologist, optometrist, or optician.</p>	\$500 each <i>claims year</i> .
<p><b>Dental services</b></p> <p>Performed by an oral health practitioner, including a dental hygienist, who is registered with the Dental Council of New Zealand or a <i>specialist</i> vocationally registered in oral and maxillofacial surgery.</p>	\$750 each <i>claims year</i> .



## What the UltraCare plans don't cover



Your *policy* doesn't cover any costs related to, or incurred as a consequence of, certain conditions, *healthcare services*, or situations.

These *exclusions* apply to all benefits available under your plan unless we've specified otherwise in this policy document, or the list of policy variations published on our website at [southerncross.co.nz/variatioins](https://southerncross.co.nz/variatioins)

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### Conditions that we don't cover

We don't cover any costs related to, or incurred as a consequence of, the following conditions.

#### Pre-existing conditions

We don't cover any costs related to, or incurred as a consequence of, any *pre-existing conditions* unless we've clearly stated otherwise on your *membership certificate*.

This *exclusion* doesn't apply:

- after 3 years of *continuous cover* on this plan
- to the cover under the 'Day-to-day treatment' benefit on **page 27**
- to the cover under the 'Vision and Dental' benefit on **page 28** if you have the UltraCare 400 plan.

> **For more information about *pre-existing conditions*, see page 41.**

## Chronic conditions

We don't cover any costs related to, or incurred as a consequence of, the following chronic conditions.

- Cystic fibrosis
- Dementia
- Kyphosis
- Loeys-Dietz syndrome
- Marfan syndrome
- Pectus carinatum
- Pectus excavatum
- Polycystic kidney disease
- Scoliosis
- Spina bifida

## Congenital conditions

We don't cover any costs related to, or incurred as a consequence of, any *congenital conditions* except for umbilical hernia, inguinal hernia, undescended testes, hydrocele, tongue tie, phimosis, and squint.

This *exclusion* doesn't apply after 3 years of *continuous cover* on this plan.

## Gynaecomastia

We don't cover any costs related to, or incurred as a consequence of, gynaecomastia.

## Illnesses or injuries related to substance abuse or self-harm

We don't cover any costs related to, or incurred as a consequence of:

- illnesses, injuries, conditions, or disabilities that are caused or contributed to by the abuse of substances such as alcohol or drugs
- self-inflicted illnesses or injuries.

## Injuries or disabilities related to war, active duty, or terrorism

We don't cover any costs related to, or incurred as a consequence of, injuries or disabilities from:

- war, or any act of war (whether declared or not)
- active duty in the military of any country or international authority
- terrorism.

## Healthcare services that we don't cover

Below is a list of *healthcare services* that we don't cover unless we've specifically stated otherwise.

### Unapproved healthcare services

We don't cover any costs related to, or incurred as a consequence of, specific *drugs*, devices, techniques, tests, and other *healthcare services* that haven't been approved by us before you receive the treatment.

> To read the list of *unapproved healthcare services*, contact us (see page 5 for contact details) or visit [southerncross.co.nz/unapprovedservices](https://southerncross.co.nz/unapprovedservices)

## ACC covered healthcare services

We don't cover any costs for *healthcare services* that are related to, or incurred as a consequence of, any *accident, treatment injury, or work-related gradual process injury*, except for what you're entitled to under the 'Accident and treatment injury top-up' benefit on **page 26**.

## Cosmetic treatments and procedures

We don't cover any costs related to, or incurred as a consequence of, any surgery, procedure or treatment that changes, improves, or enhances appearance, regardless of whether it was done for medical, physical, functional, psychological, or emotional reasons.

## Pregnancy and childbirth

We don't cover any costs related to, or incurred as a consequence of, pregnancy and childbirth, except for what we cover under the following:

- the 'Obstetrics allowance' on **page 23**
- the 'Day-to-day treatment' benefit for prescriptions or physiotherapy on **page 27**.

## Termination of pregnancy

We don't cover any costs related to, or incurred as a consequence of, termination of a pregnancy.

## Infertility or assisted reproduction

We don't cover any costs related to infertility or assisted reproduction.

## Contraception and sterilisation

We don't cover any costs related to, or incurred as a consequence of:

- contraception, including the insertion or removal of intrauterine devices, except when used for medical reasons
- sterilisation, for example, vasectomy, except for what we cover under the 'Surgical procedures' benefit for sterilisation on **page 16**
- reversal of sterilisation.

## Treatment of obesity

We don't cover any costs related to, or incurred as a consequence of, treatment of obesity (including weight loss surgery), except for what we cover under the 'Gastric banding or bypass allowance' on **page 19**.

## Breast reduction

We don't cover any costs related to, or incurred as a consequence of, breast reduction, except for what we cover under the 'Breast reduction allowance' on **page 19**.

## Subsequent breast reconstruction or symmetry surgery

We don't cover any costs related to, or incurred as a consequence of, subsequent breast reconstruction surgery (including replacing *prostheses*) or breast symmetry surgery, except for what we cover under the following:

- the 'Surgical procedures' benefit for breast reconstruction on **page 16**
- the 'Breast symmetry allowance' for breast symmetry procedures on **page 19**.

## Gender affirmation surgery

We don't cover any costs for *healthcare services* directly related to, or incurred as a consequence of, gender affirmation (confirmation) surgery.

## Correction of refractive errors or astigmatism

We don't cover any costs related to, or incurred as a consequence of, correction of refractive visual errors or astigmatism by surgery, or by surgically implanted intraocular lenses, or by laser treatment.

## Dental healthcare services

We don't cover any costs related to *healthcare services* performed by a dentist, periodontist, endodontist, or orthodontist, except for what we cover under the 'Vision and dental' benefit (**page 28**) for dental services if you have the UltraCare 400 plan.

## Dental implants

We don't cover any costs related to, or incurred as a consequence of, implantation of teeth, including titanium dental implants, except for what we cover under the 'Vision and dental' benefit (**page 28**) for dental services if you have the UltraCare 400 plan.

## Extraction of teeth

We don't cover any costs related to, or incurred as a consequence of, extraction of teeth, which includes the complete extraction or partial removal of any part of a tooth, tooth root or tooth remnant, except for what we cover under the following:

- the 'Surgical procedures' benefit for tooth extraction on **page 17**
- the 'Vision and dental' benefit for dental services if you have the UltraCare 400 plan (**page 28**).

## Surgery to assist or allow for orthodontic healthcare services

We don't cover any costs related to, or incurred as a consequence of, surgery that's designed to assist or allow for orthodontic *healthcare services*, except for what we cover under the 'Vision and dental' benefit (**page 28**) for dental services if you have the UltraCare 400 plan.

## Health screening and maintenance services

We don't cover any costs related to:

- *health screening*, except for what we cover under:
  - the 'Diagnostic imaging' benefit for mammography and breast screening ultrasounds on **page 13**
  - the 'Surgical procedures' benefit for colonoscopy on **page 16**
  - the 'Day-to-day treatment' benefit for annual health checks on **page 27**
- maintenance examinations or medical check-ups, except for what we cover under the 'Day-to-day treatment' benefit for annual health checks on **page 27**
- any examination required by a third party (including preparing reports) such as physical examinations for life insurance, travel insurance, and driver licence.

## Vaccinations

We don't cover any costs related to vaccinations, except for what we cover under the 'Day-to-day treatment' benefit for flu vaccinations on **page 27**.

## Prophylactic healthcare services

We don't cover any costs related to, or incurred as a consequence of, *prophylactic healthcare services*, except for what we cover under the 'Prophylactic treatment allowance' on **page 20**.

## Treatment for any condition not detrimental to health

We don't cover any costs related to, or incurred as a consequence of, treatment for any medical condition that's not causing significant problems to your physical health.

## Healthcare services that are not approved treatment

We don't cover any costs related to, or incurred as a consequence of, *healthcare services* that are not *approved treatment*, as defined in the 'Glossary of terms' on **page 51**.

## Healthcare services provided at a public facility

We don't cover any costs for *healthcare services* provided at a public facility that is directly or indirectly controlled by *Health NZ Te Whatu Ora*, except where we've approved it in writing before you receive the treatment.

## Healthcare services provided outside of New Zealand

We don't cover any costs related to, or incurred as a consequence of, *healthcare services* provided outside of New Zealand, except for what we cover under the 'Overseas treatment allowance' on **page 23**.

## Healthcare services provided by a person who is not a health services provider

We don't cover any costs related to *healthcare services* provided by a person who is not a *health services provider*, as defined in the 'Glossary of terms' on **page 53**.

## Healthcare services for skin using digital imaging technology

We don't cover any costs related to *healthcare services* using technology (such as digital computer images) to help monitor and diagnose skin cancers and other skin lesions – for example, mole mapping.

## Pathology and laboratory tests

We don't cover any costs for pathology and laboratory tests, except for what we cover under the 'Laboratory tests' benefit on **page 15**.

## Tissue, cell and organ transplants

We don't cover any costs related to, or incurred as a consequence of, any of the following for either the donor or recipient:

- organ transplants
- transfusion or injection of autologous blood or blood products, except when used as part of *eligible* chemotherapy treatment, or where cell saver is used as part of *eligible* surgical treatment
- autologous chondrocyte implants
- stem cell transplants.

## Healthcare services related to abnormalities of the facial skeleton

We don't cover any costs related to, or incurred as a consequence of, any *healthcare services* provided for the diagnosis, management, or treatment of developmental or congenital abnormalities of the facial skeleton and associated structures.

## Healthcare services related to mental health

We don't cover any costs related to *healthcare services* for mental health, except for what we cover under the following:

- the 'Mental health consultations' benefit on **page 13**
- the 'Psychiatric hospitalisation' benefit on **page 23**
- the 'Day-to-day treatment' benefit on **page 27**.

## Healthcare services provided to manage or treat snoring or upper airways resistance

We don't cover any costs related to, or incurred as a consequence of, any *healthcare services* provided to manage or treat either snoring, or upper airways resistance, or both.

## Treatment of HIV

We don't cover any costs related to, or incurred as a consequence of, treatment of HIV.

## Treatment of cleft palate

We don't cover any costs related to, or incurred as a consequence of, treatment of cleft palate.

## Other costs that we don't cover

Below are some other costs that we don't cover.

### Appliances, equipment, devices, or prostheses

We don't cover any costs for:

- appliances or equipment (surgical, medical, or dental), for example, CPAP machines, hearing aids, orthotics, crutches, surgically implanted lenses (except monofocal lenses)
- *prostheses*
- specialised equipment and consumables, or
- donor tissue preparation

This *exclusion* doesn't apply to *prostheses*, specialised equipment and consumables, or charges for donor tissue preparation when used as part of an *eligible* surgical treatment and specifically included in the *list of prostheses and specialised equipment*.

> **To view the *list of prostheses and specialised equipment*, contact us (see page 5 for contact details) or visit [southerncross.co.nz/lopse](https://southerncross.co.nz/lopse)**

## **Acute care**

We don't cover any costs related to *acute care*.

*Acute care* is covered by the public health system – read more about how the UltraCare plans work with ACC and the public health system on **page 10**.

## **Administrative charges**

We don't cover any administrative charges such as statement fees, cancellation fees, or non-attendance fees.

## **Personal costs related to a stay in hospital**

We don't cover any hospital charges incurred for your personal convenience that are related to, or a result of, your stay in hospital, such as newspapers, meals for your family, alcohol, and TV rental.

## **Long-term care**

We don't cover any costs related to, or incurred as a consequence of, long-term care where hospitalisation lasts, or is expected to last, more than 90 days. This includes, but is not limited to, geriatric in-patient care and disability support services.

Disability support services are support services provided where a condition, disability, or illness has been, or is likely to be present for 6 months or more, excluding surgical or medical treatment.

## **Respite and convalescent care**

We don't cover any costs related to, or incurred as a consequence of, respite and convalescent care.



## How to make a claim



This section explains the ways you can apply for prior approval or make a claim on your *policy*. It also explains the terms and conditions that apply to your *policy*.

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Before your *healthcare service* is provided, you should apply for prior approval to understand your eligibility under your *policy*.

If the *healthcare service* is being provided by an *Affiliated Provider* who is contracted for that service or an *Easy-Claim* partner, your *health services provider* will let you know if they can arrange prior approval or claim on your behalf. If you're unsure, you can ask us.

If we need any further information, we'll either contact you or your *health services provider* directly. We'll normally do this if information is missing or if we need extra information to process your prior approval or claim.

### Apply for prior approval or make a claim online, through our app, or by contacting us

You can apply for prior approval or make a claim:

- online through MySouthernCross, at [mysoutherncross.co.nz](https://mysoutherncross.co.nz)
- through our MySouthernCross app, available through the Apple App Store or Google Play
- by contacting us using our details on **page 5**.

## When to apply for prior approval

Through prior approval we confirm whether a *healthcare service* is *eligible* for cover and the conditions that apply.

We recommend that you apply for prior approval at least 5 working days before the *healthcare service* is being provided. You'll need to give us the estimated charges from your *health services provider* so we can determine the cover you're entitled to and whether the estimated charges exceed any *policy limits* or *reasonable charges* for that *healthcare service*.

You do not need to apply for prior approval if you're using an *Affiliated Provider* for a contracted *healthcare service* because they will organise this on your behalf.

### Applying for prior approval can help you understand your eligibility

If you don't apply for prior approval and you're not using an *Affiliated Provider*, you'll have to pay for the *healthcare service* yourself and then make a claim. We'll assess your claim under the terms of this *policy* and let you know if you're *eligible* for a reimbursement.

Without a prior approval, you won't know if the *healthcare service* is *eligible* for cover under your *policy*. You also won't know how much you'll need to pay yourself. You may have to pay towards a *healthcare service* because it's not *eligible* for cover or the actual charges exceed *reasonable charges* or the *policy limits*.

## Our Affiliated Providers provide added convenience

*Affiliated Providers* are *health services providers* that we have contracts with to provide certain *healthcare services*.

When you seek treatment from an *Affiliated Provider*, we'll cover 100% of the actual charges incurred for the *eligible healthcare services* they're contracted for. We'll cover these charges up to the relevant *policy limits*, unless we or your *Affiliated Provider* tell you otherwise.

### Affiliated Providers can organise prior approval and claim directly with us on your behalf

*Affiliated Providers* can organise prior approval and claim directly from us for any contracted *healthcare service*. We'll treat this as a claim under your *policy*. So, you don't need to get prior approval or make a claim for an *eligible healthcare service* from an *Affiliated Provider*.

Please note that an *Affiliated Provider* may not be available in your hometown or city.

> You can find a full list of *Affiliated Providers* and the *healthcare services* they offer at [healthcarefinder.co.nz](https://healthcarefinder.co.nz)

## You can use Easy-Claim to claim for everyday healthcare services

*Easy-Claim* is a convenient way to authorise *health services providers* to claim electronically on your behalf for *eligible healthcare services* they've provided to you at the time of purchase or service. The providers that offer *Easy-Claim* are our *Easy-Claim* partners and they can check whether you're covered for a particular product or *healthcare service* immediately and make a claim on your behalf.

> You can see which *health services providers* offer electronic claiming via *Easy-Claim* on our website at [healthcarefinder.co.nz](http://healthcarefinder.co.nz)

Your Southern Cross Member card is an accepted form of identification to enable you to authorise claims electronically. Any claim you make using *Easy-Claim* is treated by us as a claim under your *policy* and lets us know that you've authorised us to pay the *health services provider* directly. You'll need to pay the provider any remaining balance that you're responsible for.

The first time you claim electronically through *Easy-Claim* for *eligible drugs* at a pharmacy, you're electing to electronically claim for that and any future *eligible drugs* that you get from that pharmacy. You must tell us or the pharmacy if you don't want any future *eligible drugs* to be automatically processed through *Easy-Claim*.

## What to send us when making a claim

Include the following with your claim:

- all itemised invoices for the *healthcare service*
- all itemised receipts for any amount you've already paid for the *healthcare service*.

Make sure you keep your original itemised invoices and receipts, and send us legible photographs or scanned copies along with your claim. We do not accept EFTPOS or credit card receipts.

To help us process your claim, please send us your invoices and receipts within 12 months from the date you received the *healthcare service*.

If we need any further information, we'll either contact you or your *health services provider* directly. We'll normally do this if information is missing or if we need additional information to process your claim.

We'll assess the invoices and pay the *health services provider* directly. We'll reimburse the *policyholder* for any amounts you've already paid.

## Other things you should know about making a claim

These additional terms and conditions apply to any claim you make under this *policy*.

### **We may seek the advice of a health services provider chosen by us, to advise us about the medical facts or examine you in relation to your claim**

In exceptional circumstances, we may need to seek the opinion of a *health services provider* of our choosing, at our expense, to review and assess the medical facts or examine you in relation to a claim. We'll only do this when there's uncertainty on the level of cover under this *policy* or the nature or extent of your condition.

You must co-operate with the *health services provider* we choose, or we will not pay your claim.

## Tell us if you have cover under another policy or are entitled to payment from someone else

When you submit a claim for a *healthcare service*, you must tell us if you have cover under another insurance policy or if you're entitled to payment for the *healthcare service* from someone else. The amount you're covered for under your *policy* will be reduced by any payment from the other insurer or person.

You must take all reasonable efforts to make a claim from the other insurer or get payment from the other person who is liable to pay for the *healthcare service*. It's your responsibility to let us know about any other cover or payment you get for any *healthcare services* you're claiming for under your *policy*.

We have the right to recover from the *policyholder* any amounts we've covered for a *healthcare service* where the cost is recoverable from another insurer or other person.

If you have more than one policy with us, you're not entitled to claim for, or receive payment for, any amount higher than the actual cost of the *healthcare service* provided.

## You must pay any amount exceeding the reasonable charges for an eligible healthcare service

For some *eligible healthcare services*, we'll only cover the *reasonable charges* incurred for an *eligible healthcare service*, as determined by us.

You'll be responsible for paying any amount exceeding the *reasonable charges* directly to the *health services provider*.

The terms of each benefit in the section 'What the UltraCare plans cover' from **page 11**, state if *reasonable charges* will apply.

We recommend that you apply for prior approval at least 5 working days before the *healthcare service* is provided (see **page 36**). Prior approval will enable us to determine if the estimated charges from your *health services provider* exceeds the *reasonable charges* for that *healthcare service* and whether you'll need to pay any amount yourself.

## How we determine and apply reasonable charges

We determine if the charges for an *eligible healthcare service* or any components of the *healthcare service* are reasonable by reviewing our data. We may (but are not required to) consider other data that we consider relevant.

Our determination of *reasonable charges* may change from time to time. We will not notify you of any changes.

We are not required to determine *reasonable charges* for all *eligible healthcare services* (or any component of an *eligible healthcare service*). We may decide not to determine the *reasonable charges* for an *eligible healthcare service*, or we may decide to only determine the *reasonable charges* for one or more component of an *eligible healthcare service*.

If we have not determined the *reasonable charges* for an *eligible healthcare service* (or any component of an *eligible healthcare service*), we will not apply the *reasonable charges* requirement to that *eligible healthcare service* (or that component of the *eligible healthcare service*).

We will apply the *reasonable charges* for an *eligible healthcare service* based on the date that the *eligible healthcare service* is provided.

## Policy limits apply to the amounts we pay

*Policy limits* are the maximum amount we'll pay for *eligible healthcare services* as stated in the section 'What the UltraCare plans cover' (from **page 11**) or as specified in our contract with an *Affiliated Provider*.

All *policy limits* are for each individual person covered under this *policy*. These limits can't be carried over from one *claims year* to the next, and can't be transferred from one person to another.

We assign claims to the *policy limits* based on the date the *healthcare services* are provided, not the date of the invoice or the date you make a claim.

## We may recover any amount you owe us

If we're entitled to recover any money from you relating to this *policy*, we can deduct the amount you owe us from any future claim payments or other payments we make to you.

## We may not cover healthcare services provided by certain health services providers

In rare circumstances (such as fraud) where we don't recognise a *health services provider* for reimbursement, we will not cover any *healthcare services* they provide. In these instances, we will first let you know, and if the *healthcare service* is *eligible* for cover, we'll approve cover for it with another *health services provider*.

## We may keep amounts you do not claim within 4 years

If you don't claim any payments or any other amounts we owe you within 4 years, we may keep the payment.

## Some conditions apply to cover for prescription drugs

Your *policy* provides cover for *drugs* under various benefits depending on what type of *healthcare service* they relate to.

- *Chemotherapy drugs* taken as part of chemotherapy treatment for cancer are covered under the 'Chemotherapy for cancer (base)' benefit (**page 20**), or 'Cancer Cover Plus' (**page 21**) if you have this upgrade.
- *Drugs* prescribed and administered when associated with chemotherapy treatment for cancer are covered as *ancillary hospital charges* under the 'Chemotherapy for cancer (base)' benefit (**page 20**), or 'Cancer Cover Plus' if you have this upgrade (**page 21**).
- *Drugs* prescribed and taken in hospital during surgical treatment, psychiatric care, or palliative care are covered as *ancillary hospital charges* to the relevant *policy limits*.
- Any other *drugs* or prescriptions are only covered under the 'IV infusion (non-cancer)' benefit (**page 22**), 'Allergy services' benefit (**page 22**), and under the 'Day-to-day treatment' benefit for prescriptions (**page 27**).

Unless specifically stated otherwise in the terms of the benefit, to qualify for cover the *drugs* must:

- be *Pharmac approved*
- be prescribed by a *medical practitioner* in private practice
- not be excluded under the terms of your *policy*.

You can claim the actual amount you pay for the *drug* up to the *policy limits* of the relevant benefit.

If any *drugs* you're prescribed would need special authority from *Pharmac* if they were being administered in a public health facility, we'll only cover them under this *policy* if you meet the same special authority criteria.

# E

## Your responsibilities under this policy



This section explains your responsibilities under this *policy*.

The *policyholder* is ultimately responsible for this *policy*, for making any changes to it and ensuring the premiums are paid. We rely on the *policyholder* to provide complete and accurate information about themselves and any *dependants*.

---

### You must pay your premiums

Your premiums pay for the cover we provide you under this *policy*. The *policyholder* is responsible for making sure the premiums are paid. Payments must be up to date before we can provide prior approvals or pay claims under this *policy*.

If your premiums are not paid up to date, we may deduct any outstanding premiums from any claim payment or other payments we make to you.

If the premiums remain unpaid for 3 months or more, we will cancel this *policy*.

### You must disclose any pre-existing conditions

Your *policy* is intended to cover *eligible healthcare services* for signs, symptoms, and health conditions that arise after the *policy start date*, or after you've been added to this *policy*, whichever is later. So, the *policyholder* must disclose any health conditions, signs, symptoms, or events:

- for themselves and each *dependant* at the date of the application for this *policy*, and
- when they complete a health insurance medical declaration for any *dependant* added to this *policy* after the *policy start date*.

We'll use this information to decide whether we'll offer cover for any *pre-existing conditions*. However, any offer to cover any *pre-existing conditions* will not extend to 'Cancer Cover Plus' (**page 21**) – if you have this upgrade on your *policy*.

Your *membership certificate* shows all the *pre-existing conditions* that you've made us aware of for each person covered under this *policy* and whether cover is excluded for those *pre-existing conditions*. Where cover is offered, it shows the level of cover we've agreed to provide for that *pre-existing condition*.

## **We may decline cover relating to pre-existing conditions that were not disclosed**

We may decline cover for *healthcare services* relating to a *pre-existing condition* if the *pre-existing condition* was not disclosed on the application form or relevant health insurance medical declaration.

In these circumstances, at the time we become aware of the *pre-existing condition* we will also add it to your *membership certificate* so that we have a record of the *pre-existing condition* for future claims.

## **We may cover pre-existing conditions after 3 years of continuous cover on this plan**

After 3 years of *continuous cover* under this plan, we may cover you for *eligible healthcare services* relating to:

- any *pre-existing conditions*
- any congenital *pre-existing conditions*

This exception does not extend to 'Cancer Cover Plus' (**page 21**). But if you have this upgrade option on your *policy*, it will not affect any cover you may get after 3 years of *continuous cover* relating to *pre-existing conditions* under your 'Chemotherapy for cancer (base)' benefit (**page 20**).

## **You must not give us incomplete, false, or misleading information**

For non-disclosure or misrepresentation of a *pre-existing condition* we will add the *pre-existing condition* to your *membership certificate* and may decline any claim related to it.

We may decline claims or cancel this *policy* on written notice to the *policyholder* for any other non-disclosure, misrepresentation, fraud, or material breach of the terms of the *policy* by the *policyholder* or any *dependant* if we find they have:

- provided incomplete, false, or misleading information
- committed fraud or materially breached the terms of this *policy*.

We may take legal action for any of the above, including recovery of any money owed to us.

Before we cancel your *policy* for any of the above reasons, we'll tell the *policyholder* in writing of the reasons why we are considering cancelling your *policy*. You'll have at least 7 days to provide a written explanation (including any relevant evidence) that you wish us to consider, and we'll reasonably consider your explanation.

**> If you're unhappy with our decision to cancel your *policy*, you can refer it to the Insurance & Financial Services Ombudsman (see page 5 for contact details).**

## You must tell us if your contact details have changed

The *policyholder* must tell us immediately if their contact number, postal, residential, or email address has changed. They can also update their details in MySouthernCross.

### We send all communications to the policyholder

We'll send all communications required to be sent by us relating to the *policyholder*, this *policy*, or any *dependant* to the *policyholder* only.

*Policyholders* will receive communications from us through MySouthernCross if they're registered. When we send communications in MySouthernCross, we'll also notify the *policyholder* by email, text, or in the MySouthernCross app that a communication is available to view. We consider a message delivered on the day we send the notification.

If the *policyholder* is not registered for MySouthernCross, we'll send the notice or communication to the *policyholder* at their last known email or postal address. When we send a notice or communication by email or to a postal address, we consider it to be delivered 3 working days after we send it.

### The policyholder is responsible for keeping their dependants informed

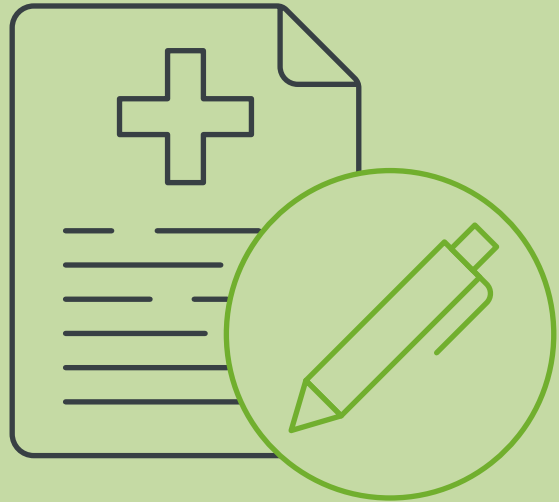
The *policyholder* is responsible for telling *dependants* about any changes or information relating to this *policy*. We don't send communications directly to *dependants* covered under this *policy*.

### If we can't contact the policyholder

If we can't contact the *policyholder* at their last known postal or email address, we will stop sending notices or communications in relation to this *policy* until they've updated their contact details. If this happens, the *policyholder* acknowledges and agrees that we've met all our obligations to send notices or communications to them.

# F

## Changing, cancelling or suspending your policy



This section sets out what you need to know about making changes to your *policy*, including adding or removing *dependants*, cancelling your *policy*, or suspending your cover if you're travelling overseas.

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### Making changes or cancelling within 14 days

We provide a 14-day review period from the date the *policyholder* receives this policy document and the *membership certificate*.

During this review period, the *policyholder* can make changes or cancel this *policy*. If this *policy* is cancelled or changed during this review period, we'll refund all or any extra premiums that have been paid unless a claim has been made under this *policy*.

The *policyholder* can make changes and cancel this *policy* at any other time, but we will not refund any premiums already paid to us – instead we'll keep covering you for the period for which the premiums have been paid. The *policyholder* will remain liable for premiums due up to the date the cancellation takes effect.

### Changing your policy

The *policyholder* can contact us at any time to make changes to this *policy* and we'll confirm when the change will take effect (see **page 5** for contact details).

### Changing your policy can affect your cover

Changing your *policy* can affect your cover for *pre-existing conditions*, *annual limits*, *continuous cover*, and premiums. Talk to us about any proposed changes to fully understand the implications of changing your *policy*.

## The policyholder must complete new health insurance medical declarations for certain upgrades

For certain upgrades to your *policy*, the *policyholder* must complete new health insurance medical declarations for themselves and all *dependants* on this *policy*. We'll tell the *policyholder* if a health insurance medical declaration is required for the changes.

## Exclusions for pre-existing conditions will still apply after changing your policy

After making any changes to your *policy*, any *exclusions* for *pre-existing conditions* affecting the *policyholder* or any *dependants* will still apply.

## Changing your policy may reset your claims year

After making any changes to your *policy*, depending on the change, the *claims year* may reset from the date the change takes effect. If the *claims year* resets, a new *claims anniversary date* will apply to your *policy* – check your *membership certificate* for the new *claims anniversary date* if the *policyholder* has made changes to your *policy*.

## Changing how or how often premiums are paid may change the policy anniversary date

The *policyholder* can change the way *policy* premiums are paid and how frequently they're paid. If the *policyholder* changes the payment method or frequency, a new *policy anniversary date* may apply – check your *membership certificate* for the new *policy anniversary date* if the *policyholder* has made changes to your *policy*.

If your *policy* is part of a work scheme or association scheme, your *policy anniversary date* will be the anniversary of the commencement date of the scheme. This date will be the same each year unless there are changes made to the scheme, or the *policyholder* leaves the scheme.

## We may decline to change your cover

We can decline a request for a change of cover if it appears that you're trying to manipulate your cover or take advantage of us by making the change.

## Adding and removing dependants

The *policyholder* can contact us at any time to add *dependants* to this *policy* and remove them from it (see **page 5** for contact details).

## The policyholder can add dependants to this policy

The *policyholder* can add *dependants* to this *policy* at any time except for children aged 21 years or older.

We'll need a health insurance medical declaration for each *dependant* the *policyholder* adds to this *policy*. The declaration must disclose any *pre-existing conditions* the *dependant* has. We'll decide whether we'll cover any of those *pre-existing conditions*.

A *dependant's* cover starts on the date we've added them to this *policy*, as specified on your *membership certificate*, and this is the date we'll start charging premiums for their cover.

The *policyholder* is responsible for making sure the premiums are paid for any *dependant* added to this *policy* as part of the normal billing cycle.

### **We don't need a health insurance medical declaration for newborn children if they were born after the policy start date and they're added within 3 months of their birth**

The *policyholder* can apply to add their newborn *child* onto this *policy* without the need to complete a health insurance medical declaration if:

- their newborn *child* was born after the *policy start date*, and
- they apply to add their newborn *child* within 3 months of that *child's* birth date.

Provided the above criteria are met, we'll cover the *child's pre-existing conditions* under this *policy*. This excludes *congenital conditions*, chronic conditions, and anything else this *policy* excludes.

> **You can read more about the general exclusions of this policy in the section 'What the UltraCare plans don't cover' starting on page 29.**

The *child's* cover starts on the date we've added them to this *policy*, as specified on your *membership certificate*.

### **The policyholder can remove dependants from this policy**

The *policyholder* can remove a *dependant* from this *policy* at any time.

The *policyholder* is responsible for removing *dependants* where the *policyholder* no longer requires the *dependant* to be covered by this *policy* (for example, following a marital separation or a death).

*Adult* children will automatically stay on the *policy* unless the *policyholder* specifically asks us to remove them, or the *policyholder's* work scheme or association scheme specifically asks us to remove them.

### **The policyholder can add dependants back on to this policy after they've been removed**

If the *policyholder* removes a *dependant* from this *policy*, they can add that *dependant* back on later, except if the *dependant* is their child who is aged 21 years or older.

But, once a *dependant* has been removed, we'll need a new health insurance medical declaration for the *dependant* before we can add them to the *policy*, and they will not have cover for any *pre-existing conditions* they had before the date we added them back onto this *policy*.

### **Adult children can get their own policy if they're removed from this policy**

If the *policyholder* wants to remove *adult* children from this *policy*, the *adult* children can apply for their own Southern Cross health insurance policy if they want to remain covered by us. They don't need to complete a new health insurance medical declaration if both of the following apply:

- they apply for the same or a lower level of cover as they had under this *policy*
- they apply within 1 month of being removed from this *policy*.

## Cancelling your policy

The *policyholder* can cancel this *policy* any time by contacting us (see **page 5** for contact details). Unless the *policyholder* cancels during the 14-day review period (**page 44**), we will not refund any premiums that have already been paid.

The *policyholder* remains liable for any premiums due up to the date the cancellation takes effect, and we'll continue to provide cover up to the date that the *policy* is paid to.

## Your rights under the Consumer Guarantees Act

Nothing in this *policy* affects your rights under the Consumer Guarantees Act 1993.

## Suspending cover while travelling overseas

The *policyholder* or any *dependant* can suspend their cover if they're going overseas for 2 months or longer.

While cover for that person is suspended, we will not charge premiums for their cover and we will not cover them for any *eligible healthcare services* they receive during the suspension period.

The premiums must be paid up to date on your *policy* before the suspension starts and any single period of suspension must be for a minimum of 2 months and not exceed more than 3 years (36 months). If the *policyholder* or *dependant* is leaving New Zealand for longer than 3 years, contact us (see **page 5** for contact details) to discuss the options available.

All the following must apply to the *policyholder* or *dependant* who is going overseas and wishes to suspend their cover:

- they've had cover for at least 12 continuous months (1 year) under this *policy* up to the start date of the suspension
- their cover under this *policy* has not been suspended 3 or more times, or for 5 years (60 months) or more in total over their lifetime.

## Apply before you leave New Zealand

The *policyholder* or *dependant* should contact us to suspend their cover before they leave New Zealand. If they contact us after leaving New Zealand, we will not suspend cover retrospectively (from the date they left New Zealand).



# Your regulatory protection



This section sets out information about your regulatory protection.

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## We protect your privacy

Your privacy is very important to us. We value the trust you place in us to handle your personal and health information the right way.

Our Member Privacy Statement sets out how we'll collect, store, use, and share your information, and how you can access and correct your personal information. We'll do this in accordance with the Privacy Act 2020 and the Health Information Privacy Code 2020.

Contact us (see **page 5** for contact details) if you have any questions about how we handle your personal and health information or to request access to or correction of your information.

> **To read the Member Privacy Statement, visit [southerncross.co.nz/privacy](https://southerncross.co.nz/privacy)**

## We're licensed to provide financial advice

We're a licensed financial advice provider, which means that our sales staff can provide financial advice on our range of health insurance products.

We're regulated by the Financial Markets Authority and have duties under the Financial Markets Conduct Act 2013 and the Code of Professional Conduct for Financial Advice Services for that financial advice.

See our financial advice disclosure statement on our website to learn more about:

- the limits on the nature and scope of the financial advice service we provide
- how we address any conflicts of interest
- our duties
- our complaints and dispute resolution process.

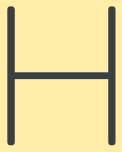
> **Go to [southerncross.co.nz/disclosure-statement](https://southerncross.co.nz/disclosure-statement)**

## We're part of several industry organisations

We're registered as a Friendly Society under the Friendly Societies and Credit Unions Act 1982.

We're also a member of:

- the Financial Services Council of New Zealand
- the Insurance & Financial Services Ombudsman scheme, and
- the International Federation of Health Plans.



# Glossary of terms



This section explains the meanings of words and phrases that appear in italics throughout this policy document. Singular words in this section can also be taken to mean the plural and vice versa.

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## **ACC**

The Accident Compensation Corporation referred to in the Accident Compensation Act 2001 (or its successor).

## **Accident**

An 'accident' as defined in the Accident Compensation Act 2001 (or its successor).

## **Acute care**

Care provided in response to a sign, symptom, condition, or disease that needs immediate treatment or monitoring.

## **Adult**

A person who is 21 years of age or older.

## **Affiliated Provider**

A *health services provider* who has a contract with us to provide certain *eligible healthcare services* at an *approved facility* at agreed prices.

## **Ancillary hospital charges**

Charges for the following when used as part of an *eligible healthcare service*.

- Anaesthetic supplies
- Dressings
- *Drugs* prescribed and taken in hospital
- Intravenous fluids
- Irrigating solutions

**Annual limits**

The maximum amount we'll pay for any one person in any 1 *claims year*.

**Approved facility**

Either of the following:

- a private surgical or medical facility certified by the Ministry of Health
- another healthcare facility that we approve.

**Approved treatment**

A *healthcare service* to which all the following apply:

- it's necessary to treat the health condition involved
- it's not experimental or unorthodox
- it's accepted and in common use by the relevant Australasian or New Zealand society or college
- it's widely accepted professionally as effective, appropriate, and essential based on recognised standards of the healthcare specialty involved.

**Chemotherapy drugs**

Prescription medicines, biologics, and immunotherapy medicines that meet all the following criteria:

- they are for cancer or neoplastic disease
- they are prescribed or recommended by a *specialist* in private practice
- this *policy* does not exclude them.

**Child**

A person who is 20 years of age or younger.

**Claims anniversary date**

The date 12 months after the *policyholder* started on the current plan, and each anniversary after that, as specified on your current *membership certificate*.

**Claims year**

The first 12 months after the *policy start date*, and after that every 12 months from your *claims anniversary date*.

**Congenital conditions**

Anomalies or defects which are present at birth and for which the *policyholder* or *dependant* had signs or symptoms of the condition either:

- before their *original date of joining*, or
- within 3 months of birth, as we reasonably determine.

### **Continuous cover**

A person covered by this *policy* has continuous cover for the relevant benefit or *healthcare service* where they have had no break in cover for that benefit or *healthcare service* under this plan.

A person still has continuous cover when they suspend their *policy* while travelling overseas.

However, if the person is a *dependant* who is taken off the *policy* and added back on later, then they break the period of continuous cover.

### **Dependant**

Dependants are the *policyholder's* spouse or partner (or former spouse or partner), and any of their children (including stepchildren or adopted children), who are listed on your *membership certificate*.

### **Drugs**

*Pharmac approved* subsidised prescription medicines (and non-subsidised diabetic test strips and needles only) that are not excluded under your *policy*.

### **Easy-Claim**

Southern Cross Health Society Easy-Claim which allows electronic claiming through participating *health services providers*.

### **Eligibility criteria**

Any additional terms and conditions that we set from time to time for a particular *healthcare service*.

> **You can find the current eligibility criteria on our website at [southerncross.co.nz/eligibilitycriteria](https://southerncross.co.nz/eligibilitycriteria)**

### **Eligible**

A private *healthcare service* to which all the following apply:

- it's a *healthcare service* that's covered under or listed in the benefits in the section 'What the UltraCare plans cover' on **page 11**
- it complies with any terms and conditions of your *policy* (such as *eligibility criteria*) that we may specify from time to time
- it's an *approved treatment*
- charges have been incurred or will be incurred for the *healthcare service*
- it's not excluded under your *policy*
- it's performed in private practice by a *health services provider* with the registration relevant to the *healthcare service*.

### **Exclusions**

Conditions, treatments, or situations that this *policy* does not cover, as listed in any of the following:

- this policy document in the section 'What the UltraCare plans don't cover' (from **page 29**),
- as specified on your *membership certificate*,
- as set out in any other document that makes up your *policy*.

**General practitioner**

A *medical practitioner* who either:

- is vocationally registered in general practice, or
- has general or provisional general registration and is practising in general practice.

**Health NZ Te Whatu Ora**

Health New Zealand Te Whatu Ora is the health entity established under the Pae Ora (Healthy Futures) Act 2022 (or its successor).

**Health screening**

Diagnostic tests, investigations, or consultations provided in the absence of any sign or symptom suggesting the presence of the illness, disease, or medical condition that the screening is designed to detect.

**Health services provider**

A *general practitioner, specialist*, or registered practising member of certain professions allied to medicine, who is practising in private practice and who we've approved to provide *healthcare services* under this *policy*.

**Healthcare services**

Any private surgery, procedure, treatment, investigation, diagnostic test, consultation, hospitalisation, or other private healthcare service provided by a *health services provider* or an *approved facility*.

**Hospital fees**

Hospital costs for:

- accommodation
- parent accommodation when their *dependant child* is in hospital
- operating theatre fees
- anaesthetic supplies
- intensive care and special in-hospital nursing
- in-hospital X-rays, ultrasounds and echocardiograms (ECGs)
- *ancillary hospital charges*
- laparoscopic disposables
- in-hospital post-operative physiotherapy.

### **Internal medicine**

Any of the following, as defined by the Medical Council of New Zealand.

- Internal medicine
- Cardiology
- Clinical immunology
- Clinical pharmacology
- Endocrinology
- Gastroenterology
- Geriatric medicine
- Haematology
- Infectious diseases
- Medical oncology
- Nephrology
- Neurology
- Nuclear medicine
- Palliative medicine
- Respiratory medicine
- Rheumatology

### **List of prostheses and specialised equipment**

The document that we publish from time to time that details the *prostheses*, specialised equipment and consumables, and donor tissue preparation charges that we cover under this *policy*.

> **To view the list of prostheses and specialised equipment, visit [southerncross.co.nz/lopse](https://southerncross.co.nz/lopse)**

### **Medical practitioner**

A medical practitioner who is in private practice and holds a current practising certificate issued by the Medical Council of New Zealand (MCNZ). They must have a scope of practice that is relevant to the applicable *healthcare service* and be following any restrictions placed on them by the MCNZ.

### **Medsafe**

The New Zealand Medicines and Medical Devices Safety Authority, a division of the Ministry of Health, responsible for regulating therapeutic products in New Zealand.

### **Membership certificate**

The document we send the *policyholder* from time to time that contains:

- the key dates relevant to your *policy*
- the people covered under your *policy*
- the name of your plan and any Cancer Cover Plus upgrade that applies to your *policy*
- the *policyholder's* Southern Cross membership number
- any *pre-existing conditions* that you've made us aware of for the people covered under your *policy*
- any other information specific to your *policy*.

### **Nurse**

A nurse who holds a current practising certificate issued by the Nursing Council of New Zealand (NCNZ). They must be practising within their scope of practice and following any restrictions placed on them by the NCNZ.

### **Operation**

All surgical procedures performed under one anaesthetic.

**Original date of joining**

The most recent date of joining Southern Cross for each person this *policy* covers, as shown on your *membership certificate*.

**Pharmac**

The Pharmaceutical Management Agency, a Crown entity established by the New Zealand Public Health and Disability Act 2000 (or its successor).

**Pharmac approved**

Any *drug* specifically listed by *Pharmac* on the New Zealand Pharmaceutical Schedule as being subsidised by the Government for use in your particular treatment.

We may consider any criteria, prescribing guidelines, rules, conditions, and restrictions that *Pharmac* publishes for that *drug*.

**Policy**

The insurance contract between the *policyholder* and us, which is made up of:

- this policy document
- your application form
- your health insurance medical declaration (where relevant)
- your *membership certificate*
- the *eligibility criteria*
- the list of *unapproved healthcare services*
- the *list of prostheses and specialised equipment*
- the list of policy variations
- any changes made to the above documents from time to time.

**Policy anniversary date**

The policy anniversary date as specified on your *membership certificate*. It's the anniversary date of your *policy start date*, from which we'll renew your *policy* for the following year.

The date is the same for all people this *policy* covers, regardless of when they joined.

**If this policy is part of a work scheme or association scheme**

If this *policy* is part of a work or association scheme, the policy anniversary date is the anniversary of the date that scheme started. It's the date from which we'll renew your *policy* for the following year, unless changes are made to the scheme, or the *policyholder* leaves the scheme.

**Policyholder**

The person in whose name this *policy* was issued, as stated on your *membership certificate*.

**Policy limits**

The maximum amount we'll pay for each person covered under this *policy* for any *eligible healthcare service*.

The policy limits are stated in this policy document under each benefit in the section 'What the UltraCare plans cover' from **page 11**, or as specified in our contract with an *Affiliated Provider*. Policy limits may be a limit for each *operation*, procedure, item, day, or lifetime, or may be an *annual limit*.

**Policy start date**

The date your *policy* starts, as shown on your *membership certificate*.

**Policy year**

The period of time between your *policy start date* and the first *policy anniversary date*, and after that the period from one *policy anniversary date* to the next.

**Pre-existing condition**

Any health condition, sign, symptom, or event occurring or existing that the *policyholder* or *dependant* was aware of, or should reasonably have been aware of, for the relevant people before the dates set out below.

- For the *policyholder* and each *dependant* named in the application form – before the *policy start date*
- For any *dependant* added to the *policy* after the *policy start date* – before the date that *dependant* was added to the *policy*
- For any changes made to the *policy* after the *original date of joining* that required a health insurance medical declaration to be completed – before the date of the change

**Prophylactic healthcare services**

*Healthcare services* designed to reduce or prevent the risk of an illness, disease, or medical condition developing in the absence of any sign or symptom suggesting its presence.

**Prostheses**

Surgically implanted items, specialised equipment and consumables, and donor tissue preparation charges as set out in the *list of prostheses and specialised equipment*.

**Reasonable charges**

Charges for an *eligible healthcare service* that we determine are reasonable.

You'll be responsible for paying any amount exceeding the reasonable charges directly to the *health services provider*.

For more details about how we determine and apply reasonable charges, see **page 39**.

## **Specialist**

A *medical practitioner* to which one of the following applies:

- they're vocationally registered in one of the specialist scopes listed below
- they have provisional vocational registration with the Medical Council of New Zealand (MCNZ), and they're under the supervision of a *medical practitioner* who is vocationally registered in one of the specialist scopes listed below
- they hold a special purpose (locum tenens) scope of practice with the MCNZ, and they're under the supervision of a *medical practitioner* who is vocationally registered in one of the specialist scopes listed below
- they're a *medical practitioner* who has been admitted to the Fellowship of the Australasian Society of Breast Physicians
- they're an oral surgeon, oral medicine specialist, or oral & maxillofacial surgeon registered with the Dental Council of New Zealand.

## **Specialist scopes**

- Anaesthesia
- Cardiothoracic surgery
- Clinical genetics
- Dermatology
- Diagnostic and interventional radiology
- General surgery
- Intensive care medicine
- *Internal medicine*
- Musculoskeletal medicine
- Neurosurgery
- Obstetrics and gynaecology
- Occupational medicine
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedic surgery
- Otolaryngology, head and neck surgery
- Paediatric surgery
- Paediatrics
- Pain medicine
- Palliative medicine
- Plastic and reconstructive surgery
- Psychiatry
- Radiation oncology
- Rehabilitation medicine
- Sexual health medicine
- Sport and exercise medicine
- Urology
- Vascular surgery

## **Treatment injury**

A 'treatment injury' as defined in the Accident Compensation Act 2001 (or its successor).

## **Unapproved healthcare services**

Specific *drugs*, devices, techniques, tests, and other *healthcare services* that we have not approved before treatment.

> [Read the list of unapproved healthcare services on our website at southerncross.co.nz/unapprovedservices](https://southerncross.co.nz/unapprovedservices)

## **Work-related gradual process injury**

A personal injury caused by a work-related gradual process, disease, or infection as included in the definition of 'work-related personal injury' as defined in the Accident Compensation Act 2001 (or its successor).



**Southern Cross  
Health Insurance**

Call us on **0800 800 181**  
or visit [southerncross.co.nz/society](https://southerncross.co.nz/society)