

Eligibility criteria for eustachian tube balloon dilation

Southern Cross will only reimburse the cost of eustachian tube balloon dilation under a member's policy when criteria **1**, **2**, **3 and 4** below are met for that member.

- **1.** The patient has experienced 12 months or longer of **three or more** of the following Eustachian tube dysfunction symptoms:
 - ear pain
 - ear pressure
 - tinnitus
 - cracking/popping
 - muffled hearing
 - ears feeling clogged.
- **2.** Failure of prior initial interventional therapy (eg myringoplasty, myringotomy, pressure equalization tube, tympanoplasty, or grommets).
- 3. The patient has an ETDQ-7 score of three or higher (moderate-severe symptoms).
- 4. The patient is aged 6 years or older.

Please also ensure you are familiar with all policy exclusions, including:

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

Refer to the relevant policy document for specific conditions and exceptions that apply to these exclusions.

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