



Southern Cross  
Health Society

# User Manual

## For Providers



V 3.1  
May 2012

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# 1. OVERVIEW

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As a contracted Provider, you are an integral part of the success of the Affiliated Provider Programme.

## 1.1 AFFILIATED PROVIDER PROGRAMME

Southern Cross has contracted relationships with selected healthcare Providers. Members of this Provider group are known as 'Affiliated Providers'.

The Affiliated Provider programme offers a range of benefits to members:

- **Agreed prices:** By having agreed prices for certain procedures, the Affiliated Provider can tell the member what (if anything) they will be required to pay for healthcare services.
- **Hassle free claims:** The Affiliated Provider organises prior approval for the service and electronically requests payment for the covered amount directly to Southern Cross.
- **Internal quality monitoring/measurement:** As part of your contract with us, Affiliated Providers have internal quality monitoring and measurement processes. These processes are achieved by clinicians working with their professional bodies to develop quality indicators.

The benefits to Affiliated Providers include:

- **Certainty of payment:** By removing the Member from the claims process, the Affiliated Provider can control when he/she requests payment. In most cases this will be as soon as the treatment has occurred.
- **Certainty of patient shortfall amount (if any):** The Affiliated Provider will be informed of any shortfall as part of the prior approval request process.
- **Single point of contact with Southern Cross:** We will assign a Relationship Manager to work with you and your staff, to resolve any day to day issues arising from the Approvals and Claims that are related to the Services specified in your agreement with Southern Cross.
- **Network growth:** Southern Cross will be building on our network of Affiliated Providers with the aim of increasing the number of 'contracted' procedures.
- **Improved matching of payments and information on Remittance Advice:** supported by an automated interface between the Provider Access website and Southern Cross systems. Refer to [Section 16 Remittance Advice \(RA\)](#).

As a Provider, you have access to the 'Southern Cross Provider Access' website, known as the 'Provider Web' for submitting prior approval and claims requests to Southern Cross.

With a single login to the Provider Web, you have access to all contracts on which you are setup as a valid user. Depending on your access rights, you also have the ability to add new users to the system and to maintain existing users amongst other functions described in detail in this user manual.

## 2. TERMINOLOGY

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### Terms

The following is a comprehensive list of the terms that may be used in day-to-day dealings with the Affiliated Provider Services team at Southern Cross.

TERM	DEFINITION
<b>Affiliated Provider Service (APS)</b>	The Affiliated Provider Service (APS) team encompasses the Contract Managers (CMs) and the Relationship Managers (RMs) who ensure the Affiliated Provider Programme is managed throughout its various lifecycles.
<b>Contract Entity (CE)</b>	A Contract Entity is a legal entity and is the principal financial entity of a contract. The Contract Entity is the term dealt with more from the contract perspective.
<b>Contract ID</b>	The unique number identifying an APS contract
<b>Contract Party (CP)</b>	A Contract Party is a financial entity for a contract. The Contract Party is the term dealt with mainly from a systems and overall business usage perspective. Note: A contract may have one CE or many CPs; these are legal entities and they must appear as Vendors in our system.
<b>Contract Price</b>	Monetary amount for a service that has been mutually agreed upon by Southern Cross and the Provider as outlined in a contract.
<b>Fee For Service (FFS)</b>	Fee for Service is the other type of service available to Members when they do not go through an Affiliated Provider for their treatment. The Provider charges their normal, non-regulated fee some or all of which Southern Cross reimburses according to normal benefit rules. The Prior Approvals team is the key team dealing with FFS approvals.
<b>Hold</b>	When applied to an approval, a hold will prevent the approval from being adjudicated immediately, requiring it to be reviewed by a Relationship Manager.
<b>Location</b>	Location is the term used to represent the place where a service is performed. For example, a hospital or clinic. A Provider's rooms can also be a location if the service is performed at their private premises.
<b>Provider</b>	A registered medical practitioner administering a service. Provider is a term used by Southern Cross to represent the individual who provided the service on behalf of the Vendor e.g. an individual doctor. A Provider can work for a contract to many Vendors.
<b>Provider Web</b>	The interface where Providers can enter a prior approval request or a request for payment and track these activities.
<b>Quantity</b>	Used in this guide as the number of the same service you will perform in one approval (e.g. 3 Skin Lesions).
<b>Service</b>	Service is the term used to refer to the actual treatment performed by a Provider, for example, a hip replacement or MRI scan.
<b>Shortfall</b>	The difference between the contract price and the allowed amount; this is the uninsured amount to be paid by the Member
<b>Variables</b>	Codes that require additional information that will impact the pricing of the service (e.g. Skin Codes will usually have Body Part, Size, etc.)
<b>Vendor</b>	Vendor is a term used by Southern Cross to represent the financial entity that provides a service to a Member. A Vendor is who the payment for the service is directed to: e.g. a medical practice. The Vendor will employ or contract individual Providers to deliver the service. In some instances a Vendor can employ or contract many providers. Alternatively the Provider and Vendor can be one and the same entity.
<b>Vendor ID</b>	An identification number unique to a specific vendor, referenced by Members and Providers to assist with payment queries

## **3. PROSPECTING/ CONTRACTING PROVIDERS**

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### **3.1 OVERVIEW**

The Affiliated Provider Programme has been designed such that it is easy for Providers to communicate with one of the biggest health insurance companies, Southern Cross Health Society, especially when organising prior approvals for patients. In addition, this ensures patients/Members receive a flawless, stress free service before going in for their medical services.

Keeping the above points in mind, the initial prospecting and contracting of a Provider is kept as simple as possible while being thorough about the information needed.

### **3.2 PROCESS SUMMARY**

A potential medical practitioner may be contacted by a Contract Manager or the Provider can contact Southern Cross via Customer Services, Provider Line, etc. At the outset the Contract Manager will provide an overview of the programme at which point the Provider may or may not elect to proceed further.

If the Provider wishes to continue, the Contract Manager will ask initial questions, such as prices, services offered, the locations, etc. Initially, the Contract Manager will liaise with internal Southern Cross parties to obtain as much information as possible. This is done to ensure transparency and for system set up parameters. Hence, the Provider may find they are talking to a number of people at the initial stages (including the Clinical Manager who will do the initial “service specifications check” with the Provider) even if the Contract Manager is their key contact.

In some cases, the results of initial checks may not be satisfactory to Southern Cross standards; at each step of the way the Contract Manager will inform the Provider on progress. Once the initial setup checks are cleared, the Contract Manager and the Provider will begin more detailed negotiations around prices, service specifications, clinical guidelines, etc. At any point, if a detail changes, the Contract Manager liaises back with the internal Southern Cross parties to ensure everyone is on the same page.

Once the details are ironed out, the Contract Manager will draft a contract for internal Southern Cross parties and the Provider to agree to or discuss further. The final draft version is sent to the Provider and once the parties have confirmed acceptance a final contract document is prepared for signing. Southern Cross signs two hard copies of the contracts first and these are then posted to the Provider for signing. One original copy should be held for the Provider's records. Southern Cross Relationship Managers will draw on this document to resolve any day to day issues arising from the approvals and claims that are related to the services specified in this agreement.

Once the Provider information has been set up in the Southern Cross systems, the Provider Trainer will liaise with the Provider to organise a training session. This is done to ensure whoever will be using the systems is provided with as much information and support as possible.

## 4. CONTRACTED PROCEDURES

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As a contracted Provider, you have access to the Provider Web application for submitting prior approvals and claims to Southern Cross. However, before logging into the Provider Web to enter prior approval requests, you may need to determine whether using Provider Web is appropriate for the scenario.

### 4.1 WHEN DOES THE PROVIDER APPLY FOR A PRIOR APPROVAL?

In the majority of cases, Members coming to you will be eligible for the provision of services via the Affiliated Provider Programme. However, the following are some scenarios (and resolutions) where you, as a Provider, need to suggest alternatives.

Scenario	Instructions
Patient is not a Southern Cross Member	You will need to invoice the patient as per your usual process for other health insurance companies.
Patient requires a service/ procedure that <u>is not</u> contracted with you (the Provider) and the patient is a Southern Cross Member	You need to advise the patient to contact Southern Cross and apply for a prior approval. <b>Phone:</b> 0800 181 181 Option 1 Monday- Friday 8am to 6pm <b>Web:</b> <a href="http://www.southerncross.co.nz/priorapproval">www.southerncross.co.nz/priorapproval</a>
Patient requires a service/ procedure that is contracted with you (the Provider) and the patient is a Southern Cross Member	You will need to submit a prior approval through the Provider Web. Refer to Section 5 onwards.

## 5. LOGIN TO PROVIDER WEB

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### 5.1 USERNAME AND PASSWORD

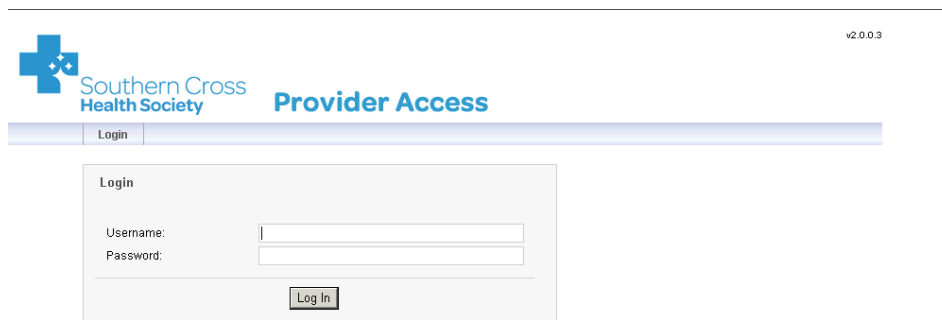
When you are added as a user to the Provider Web, you will receive an email with your username, password and the website link. Once you have received your username and password, you can login to the Provider Web.

The first time you login, you will be prompted to change your password. Thereafter, you can change your password as often as desired in the Provider Web. Please see [Section 20: Maintenance](#) of this document for details on how to do that.

### 5.2 LOGGING IN

Using Internet Explorer (or any other web browser), enter the Provider Web URL:  
<https://providers.southerncross.co.nz/providerweb>

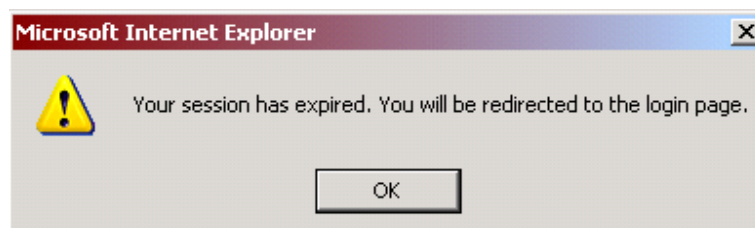
You will be presented with the **Login** page.



The screenshot shows the login interface for the Southern Cross Health Society Provider Access. At the top left is the Southern Cross Health Society logo, and to its right is the text 'Provider Access'. Below this is a horizontal bar with a 'Login' button. The main content area is a light gray box with the title 'Login'. Inside this box, there are two input fields: 'Username:' and 'Password:'. Below the 'Password:' field is a 'Log In' button.

Step	Instructions
1	Enter <b>Username</b> (mandatory, not case-sensitive) – your username will be in the email that was sent to you once you were added as a user.
2	Enter <b>Password</b> (mandatory, case-sensitive) - your password will be in the above email that was sent to you once you were added as a user.
3	Click on the <b>Log In</b> button.

**NOTE:** After 20 minutes of inactivity on the Provider Web, you will be logged off automatically. This functionality has been implemented for security purposes.





## 5.3 MULTIPLE CONTRACTS

If you are setup as a user on multiple contracts, the screen below will display after you login.

If you are setup as a user on a single contract, you will be taken directly to the **Member Search** page ([Section 6 Provider Web Screens](#)).

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Contract Selection

Please select a contract:

Auckland X-Ray Services Limited (AXS090903)  
Disney World Limited (DISNEY000)

Submit Cancel

Step	Instructions
1	Select the contract on which you want to work.
2	Select the Submit button to go to the Member Search page.
3	Select the Cancel button to be returned to the Login page.

## 6. PROVIDER WEB SCREENS

### 6.1 GENERAL CONTRACT INFORMATION

Step	Instructions
1	<p>In the top right corner is <b>general information</b> about the contract including:</p> <ul style="list-style-type: none"> <li>▪ <b>Version Number</b> – the version of the Provider Web application, e.g. v2.0.0.0</li> <li>▪ <b>Username</b> – the user who is logged in</li> <li>▪ <b>Logout</b> – will log you out and return you to the <b>Login</b> page</li> <li>▪ <b>Contract</b> – the contract on which you are working</li> <li>▪ <b>Select Contract</b> - If you have access to multiple contracts, Select Contract will appear. It is a hyperlink which will take you to the contract selection screen from which you can choose a different contract on which to work.</li> <li>▪ <b>RM.</b> – your Relationship Manager’s name</li> <li>▪ <b>RM. Phone</b> – your Relationship Manager’s contact phone number and extension</li> <li>▪ <b>User Guide</b> –the user guide created for Providers to help them navigate the Provider Web and its functions easily; this is more detailed than the Quick Reference Guide</li> <li>▪ <b>Quick Reference Guide</b>—information presented in a page format for quick reference to some key functions of the Provider Web.</li> </ul>

## 6.2 MEMBER SEARCH

In order to submit an Approval Request, you must first find the Member (you need to request the approval for) using the **Member Search** page. An exact match to the search criteria is needed. If your search criterion finds more than one Member, you will be prompted to enter further information.

The screenshot shows the 'Member Search' form within the 'Provider Access' system. The form includes the following fields and controls:

- Service Date (\*)**: A date input field with a calendar icon. A red error message 'Input a Date (DD/MM/YYYY)' is displayed below it.
- Policy Number (\*)**: A text input field.
- First Name**: A text input field.
- Last Name**: A text input field.
- Date of Birth**: A date input field with a calendar icon.
- Member Card Number**: A text input field.
- Buttons**: 'Submit' and 'Reset' buttons are located at the bottom of the form.

To find a Member:

Step	Instructions
1	Enter <b>Service Date</b> (mandatory) – the date on which the surgery is to take place. <b>NOTE:</b> You can input the numbers without typing the “/” (forward slash) or entering a space or tab. If you do not enter the year, when you tab out of the field, it will default to the current year.
2	Enter <b>Policy Number</b> (mandatory) – the Member’s Southern Cross policy number OR Enter <b>Member Card Number</b> – the Member Card number (16 digits)  <b>NOTE:</b> It is highly recommended that Providers ask Southern Cross Members for their Member Card in the first instance as this carries the “Member Card Number” (the last field on this screen) which is a unique identifying number for each Member and therefore increases the odds of a Provider obtaining the correct member on the FIRST search.  This has dual purpose – <ol style="list-style-type: none"> <li>1. The Provider finds it easier to find the Member in the system.</li> <li>2. It makes the whole identification/registration/claiming process much easier for the Member.</li> </ol>



Step	Instructions
3	Select the <b>Submit</b> button.
4	Select the <b>Reset</b> button to clear the search criteria.
5	If an exact match is not found a message will be displayed, prompting you to enter one or more of the following fields and re-submit the search: <ul style="list-style-type: none"> <li>• First Name – the Member’s first name (not case-sensitive)</li> <li>• Last Name – the Member’s last name (not case-sensitive)</li> <li>• Date of Birth – the Member’s date of birth</li> </ul>
6	Select the <b>Submit</b> button.

If an exact match is found, the **Approval Request** page is displayed.

Note: If an exact match is not found after entering information in all of the fields, please contact your Relationship Manager (RM).

# 7. APPROVAL REQUEST

## 7.1 MEMBER DETAILS

The Member details will default to being displayed on the **Approval Request** page so that you can confirm the Member details are correct.

If the Member details need to be changed, please advise the Member to contact Southern Cross (on 0800 800 181) to arrange for their details to be updated as soon as possible.

The Member details can be hidden by selecting the **Hide Details...** button.

**Southern Cross Health Society Provider Access**

Member Search | Approval Tracking | Claim Tracking | Contract Request | Maintenance

Approval Request for Master Flynn Dudson

(Hide Details...)

Policy Number: 20308595  
Policy Plan: Hospital & Specialist Care  
Policy Holder Name: Miss Stella Joe

**Patient Details**

Patient Name: Master Flynn Dudson  
Gender: Male  
Active Member:   
Date Of Birth: 17/03/2001  
Address Line 1: 143 Victoria Avenue  
Address Line 2: Remuera  
City: Auckland  
Postal Code: 1050

Username: snowwhite1  
Contract: Disney World Limited  
R.M.: Lia Garnett  
R.M. Phone: 09 925 6184 Ext: 6184

v2.0.0.3  
[Logout](#)  
[Select Contract](#)  
[User Guide](#)  
[Quick Reference Guide](#)

**"Hide Details..." Button**

**NOTE:** The policy/plan displayed at this stage is not necessarily the final plan the Member may be approved to so it is advisable not to assume this point to be a definitive decision point for policy benefits and cover.

## 7.2 ENTERING SERVICE DETAILS

Up to 5 service requests, including those with different service dates, can be included on a single approval request. Where the service dates vary, the system will automatically create separate approvals for each service date or group of service dates. In **Approval Tracking** ([Section 9 Approval Tracking](#)), the approvals will be viewed separately by approval number.

**NOTE: DO NOT SEND DUPLICATE APPROVAL REQUESTS.** It is critical that you check via Approval Tracking ([Section 9 Approval Tracking](#)) that the same approval has not already been submitted earlier.

Approval Request for Mrs Member Name (Show Details...)

---

Does service meet Eligibility Criteria:

ACC:

Request Priority:

---

**Service Details**

Service Date:

Provider / Surgeon:

Location:

Service:

---

Comments:

---

Step	Instructions
1	The <b>Does service meet Eligibility Criteria</b> drop-down list is mandatory. All members must meet Eligibility Criteria as per Appendix 3 of your contract with Southern Cross. There will be rare occasions where the Eligibility Criteria is not met but the approval request still needs to be submitted. In these instances, a comment will automatically populate in the comments box below.
2	The <b>ACC</b> drop-down list is also mandatory. This is for you to advise Southern Cross if the approval request is ACC related or not. In the instance where it is ACC related, a comment will automatically populate in the comments box below.
3	Use the drop-down list to choose a <b>Request Priority</b> . This is the turnaround time for a decision once the prior approval has been submitted to Southern Cross. The times associated with Normal or Urgent are defined in the contract between the Provider and Southern Cross. Typically Normal = 24 hours, Urgent = 2 hours.

Step	Instructions
4	<p>The <b>Service Date</b> is mandatory. It defaults to the Service Date from the <b>Member Search</b> page.</p> <p>The Service Date can be changed but requests with different service dates will be on different approvals. To <b>enter</b> a <b>new service date</b>, simply <b>type</b> over the existing one. You do not need to delete the existing date.</p> <ul style="list-style-type: none"> <li>Dates in the past can be entered but you will receive a warning.</li> </ul> <p><b>NOTE:</b> There will be a warning but this does not prohibit you from proceeding with the request.</p> <ul style="list-style-type: none"> <li>The service date cannot be more than 60 days in the future from the current date of entry.</li> </ul>
5	<p>The <b>service details</b> are populated according to the contract between the Provider and Southern Cross. This includes the Provider/ Surgeon, Location and Service.</p> <p>The drop-down lists for each of the three are related to each other and filter down from Provider to Location to Service. If you select a different Provider, the Location and Service pick-lists will be reset. If only one option is available for any of the pick lists, that option will be selected automatically.</p>
6	Use the drop-down list to choose a <b>Provider/Surgeon</b> . This field is mandatory and it then populates the Location drop-down list.
7	Use the drop-down list to choose a <b>Location</b> . This field is mandatory and it then populates the Service drop-down list.
8	Use the drop-down list to choose a <b>Service</b> . This field is mandatory.

Does service meet Eligibility Criteria:

ACC:

Request Priority:

---

**Service Details**

Service Date:

Provider / Surgeon:

Location:

Service:

Provider/Surgeon	Location	Service	Service Date
✘ Donald Duck	Disney Medical Centre	7760 - Gastroscopy	01/03/2012

Comments:

Step	Instructions
7	<p>Once the Service has been chosen, a Quantity field may appear on the screen. (This will already be set up in the system as per contractual agreements). Procedures that do not warrant the entry of many of the same service will not display the quantity field whereas procedures such as Skin Lesions may do so.</p> <p>Enter <b>Quantity</b> for the procedure. (E.g. if you are completing 2 Skin Lesions at the same time, type in 2).</p>

**Service Details**

Service Date: 05/08/2009

Provider / Surgeon: Grant Bellaney

Location: Christchurch Dermatology Centre

Service: 7007 - Mohs - 4 Levels

Quantity: 1

Step	Instructions
8	<p>If the service entered is a code with variables, the <b>variables</b> will appear and you will need to enter the appropriate data. For example, the code 6700 has variables attached and therefore will appear as below.</p> <p>Use the drop-down lists for each field to complete the <b>variables</b>.</p>

**Service Details**

Service Date: 10/03/2010

Provider / Surgeon: Donald Duck

Location: Disney Medical Centre

Service: 6700 - Skin Lesions

Body Location: Face

Body Part: Cheek

Side: Left

Anaesthetic Type: [Please select an item]

Closure Type: [Please select an item]

Size Range: [Please select an item]

Add

Within these six variable fields are a number of options (summarised below).

### 1. Body Location

Body Location
Face
Trunk

**NB:** Selection of Face or Trunk will result in different lists populating in the Body Parts field.



## 2. Body Part

Body Location = 'Face'	Body Location = 'Trunk'	
Cheek	Abdomen	Lower Limb
Chin	Ankle	Mid Back
Ear	Arms	Pelvic Area
Face	Breast	Pelvis
Forehead	Buttock	Scalp
Lower Lip	Calf	Shin
Medial Canthus	Chest	Shoulder
Neck	Elbow	Soul of Foot
Nose	Finger	Thigh
Temple	Foot	Thumb
Upper Lip	Forearm	Toe
	Hand	Trunk
	Hip	Upper Arm
	Hips	Upper Back
	Knee	Upper Limb
	Legs	Wrist
	Lower Back	

## 3. Side

Side
Both
Back
Front
Left
Left Back
Left Front
Right
Right Back
Right Front

## 4. Closure Type



Closure
Direct
Flap
Graft

## 5. Anaesthetic Type

Anaesthetic
General
IV Sedation
Local
None

## 6. Size Range

Size Range (cm)
< 1.5
1.5 – 2.5
< 2.5
2.5 – 5.0
2.5 – 7.5
5.0 – 7.5
7.5 – 12.5
12.5 – 20.0
20.0 – 30.0
21.0+
31.0+

Step	Instructions
9	<p>Only the relevant combinations of locations and sizes will be available to choose from in the system. Hence, you will not be able to enter a combination that does not correspond to an existing contract agreement.</p> <p><b>Note:</b> Currently if there are two Skin Lesions that differ only by <u>body part or side</u>, they will create two approval lines. For the <u>skin variable code</u> specifically, this is not desired.</p> <p>To temporarily address this issue as body part and side does not change a service's price, (until the full solution is implemented in the system), you can enter a quantity for the skin code with a <u>body location</u> and <u>body part</u> of <u>Face/Face</u> or <u>Trunk/Trunk</u> respectively and <u>Both</u> for the <u>Side</u> and then you can enter the quantity.</p>
10	<p>Select the <u>Add</u> button to add the service details to the approval request. If you mistakenly add a service, select  to remove it. You can add up to 5 services.</p>
11	<p>When you enter multiple episodes or multipliers (quantity more than 1 for an episode), the system will ideally calculate the <u>Amount Payable</u> for you. However, the enclosed worksheet is the manual version that you can test in to see how the prices are determined behind the systems.</p> <p></p> <p>D:\Documents and Settings\rakab\Deskt</p>
12	<p>The <u>Comments</u> field is <b>optional</b>. However, if the fields above have not captured all the information, you can use it to provide further information.</p> <p>If you have filled in Comments, there will be no automatic adjudication and the request will be sent to your Relationship Manager for manual processing. You may not need to use this functionality where the above new fields should capture most of the information required. However comments may still be necessary for some codes without variables.</p>
13	<p>If you need more time or are still unsure and want to cancel the request, you can select the <u>Cancel</u> button to be returned to the <u>Member Search page</u>.</p>

Step	Instructions
14	Otherwise, click the <b>Submit</b> button. A message will display “Your request has been submitted. Please wait a few moments for the tracking queue to be updated.”
15	After a few minutes, you can select the <b>Approval Tracking</b> tab to view <b>Request Status</b> .

Does service meet Eligibility Criteria:

ACC:

Request Priority:

---

**Service Details**

Service Date:

Provider / Surgeon:

Location:

Service:

Provider/Surgeon	Location	Service	Service Date
✘ Donald Duck	Disney Medical Centre	7738 - Flexible Sigmoidoscopy	01/03/2012
✘ Donald Duck	Disney Medical Centre	7854 - Colonoscopy	01/03/2012

Comments:

### 7.3 BENEFIT ACCUMULATION

Since a claim made represents the “actual” activity on a Southern Cross Member’s policy, if you enter many separate approvals (different date of service) prior to processing claims from the Member’s earlier approvals, there could be potential mismatch between the approval request’s excess/ shortfall and the actual claim’s excess/ shortfall once a claim is made later.

If the above is the case, the approval request may “hold” for manual assessment by your Relationship Manager (RM). (Refer to [Section 9 Approval Tracking](#)).

**However, in all cases, please be aware not to advise the Member or for your own records not to assume that the excess/ shortfall showing in the Approval Tracking is the final amount as this may change dependent on the claims processed later.**

If the approval request is for a Member for whom there are no outstanding claims on your system, then the excess/shortfall should be correct.

## 8. AUTOMATED ADJUDICATION

---

Once you have submitted an approval request, it will be adjudicated automatically once it has been submitted to the Southern Cross system. (This should happen instantly and be transparent to you).


Step	Instructions
1	In cases where the approval adjudication is able to be completed without manual intervention, the result will immediately be known and the Provider Web Status updated accordingly. This will show up as <u>Approved</u> or <u>Declined</u> in the <u>Approval Tracking</u> screen.
2	<p>There will be scenarios where your Relationship Manager will need to manually assess the request. Some <u>scenarios</u> where this should occur are:</p> <ul style="list-style-type: none"><li>▪ You have entered a comment in the Comments field</li><li>▪ The request did not pass eligibility checks</li><li>▪ There are conditions attached to the particular procedure (for example, a specialist letter is required)</li><li>▪ You have entered multiple episodes (i.e. a number of procedures) in one approval which require further assessment</li></ul> <p><b>NOTE:</b> If an approval is not automatically adjudicated by the system, Relationship Managers will still manage turnaround times as per existing timeframes. The usual business processes apply if the approval is held in the system. Refer to <u>Section 10 Manual Assessments (Requests On Hold)</u>.</p>

Refer to the Section 9 Approval Tracking for more details on how to view the approval and edit it if necessary.

## 9. APPROVAL TRACKING

The **Approval Tracking** page shows the status of all prior approvals that have been submitted to Southern Cross. From this page, you can:

- View The Approval: Viewing the approval details
- Edit The Approval: Editing any change in details (**DO NOT SEND DUPLICATES**)
- Cancel The Approval
- Request Payment



**Provider Access**

Username: snowwhite1  
 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

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Member Search	<b>Approval Tracking</b>	Claim Tracking	Contract Request	Maintenance
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Approval Tracking
Default Filter (Show Filter Criteria...)

	Application No.	Patient Name	Status	Priority	Service	Provider	Service Date	Submitted Date	Shortfall
	12568857	Stella Joe	Approved	Normal	7598 7775	Mickey Mouse	04/03/10	06/03/10	\$0.00
	12568858	Cyril Wright	Approved	Normal	7598 7001	Donald Duck	03/03/10	06/03/10	\$194.00
	12568856	Flynn Dudson	Approval Delayed	Normal	7597 7001	Donald Duck	02/03/10	06/03/10	TBA

## 9.1 APPROVAL TRACKING FILTER

### 9.1.1 DEFAULT FILTER

If the Default Filter is on, in the top right corner of the Approval Tracking screen, you will see “Default Filter (Show Filter Criteria...)”. If you have changed the default filter, you will see “Filter On (Show Filter Criteria...)”.

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 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

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**Southern Cross Health Society Provider Access**

Member Search | **Approval Tracking** | Claim Tracking | Contract Request | Maintenance

Application No.	Patient Name	Status	Priority	Service	Provider	Service Date	Submitted Date	Shortfall
12568857	Stella Joe	Approved	Normal	7598 7775	Mickey Mouse	04/03/10	06/03/10	\$0.00
12568858	Cyril Wright	Approved	Normal	7598 7001	Donald Duck	03/03/10	06/03/10	\$194.00
12568856	Flynn Dudson	Approval Delayed	Normal	7597 7001	Donald Duck	02/03/10	06/03/10	TBA


**“Default Filter (Show Filter Criteria...)” Button**


Step	Instructions
1	<p>The <b>Approval Tracking filter</b> defaults to display approvals with any of the following status codes:</p> <ul style="list-style-type: none"> <li>▪ Approval Delayed</li> <li>▪ Approval Delayed Awaiting Medical Report</li> <li>▪ Approval Delayed Confirming Membership Status</li> <li>▪ Approval Delayed See Comments</li> <li>▪ Approved</li> <li>▪ Cancelled</li> <li>▪ Contact Southern Cross</li> <li>▪ Declined Contact Southern Cross</li> <li>▪ Declined Service Not Claimable</li> <li>▪ Payment Requested</li> <li>▪ Review Requested</li> </ul>
2	<p>Additionally, the <b>Service Date From</b> and <b>Service Date To</b> fields will default to the current date and the previous 2 weeks.</p>
3	<p>The maximum number of <b>results</b> will be 12 pages. If your search criterion exceeds this amount, you will receive a message to refine the search criteria.</p>

Approval Number:

First Name:

Last Name:

Service Date From: 19/06/2009 

Service Date To: 03/07/2009 

Provider/Surgeon:

Status:

- Approval Delayed
- Approval Delayed Awaiting Medical Report
- Approval Delayed Confirming Membership Status
- Approval Delayed See Comments
- Approved
- Cancelled
- Contact Southern Cross
- Declined Contact Southern Cross
- Declined Service Not Claimable
- Payment Requested
- Review Requested

Step	Instructions
4	A list of approvals will now be displayed, these are organised by <u>Service Date</u> with the most recent dates at the top of the list. You can change the order that these appear by using the heading buttons. To sort by status click on the <u>Status</u> button.

Approval Tracking Filter On (Show Filter Criteria...) ▾

+	Application No.	Patient Name	Status	Priority	Service	Provider	Service Date	Submitted Date	Shortfall
+	12568859	Cyril Wright	Approved	Normal	6700	Donald Duck	10/03/10	06/03/10	\$50.00
+	12568857	Stella Joe	Approved	Normal	7598 7775	Mickey Mouse	04/03/10	06/03/10	\$0.00
+	12568858	Cyril Wright	Approved	Normal	7598 7001	Donald Duck	03/03/10	06/03/10	\$194.00
+	12568856	Flynn Dudson	Approval Delayed	Normal	7597 7001	Donald Duck	02/03/10	06/03/10	TBA

**This "+" icon is related to codes with variables and is discussed on Page 28 of this module**

Step	Instructions
5	Finding the newly submitted approval can be done by either <u>scrolling down</u> the list of approvals or by using the <u>Criteria Filter</u> and narrowing the search.

## 9.1.2 CHANGING THE DEFAULT FILTER

To change the default filter:

Step	Instructions
1	Select <b>Show Filter Criteria...</b>
2	Enter the <b>filter criteria</b> . The following fields are available: <ul style="list-style-type: none"> <li>○ Approval Number</li> <li>○ First Name</li> <li>○ Last Name</li> <li>○ Service Date From</li> <li>○ Service Date To</li> <li>○ Provider/Surgeon</li> <li>○ Status Codes <ul style="list-style-type: none"> <li>▪ Select <b>Select All</b> to select all status codes.</li> <li>▪ Select <b>Deselect All</b> to deselect all status codes.</li> </ul> </li> </ul>
3	Select the <b>Apply Filter</b> button to apply the changed filter criteria to the Approval Tracking queue. <b>NOTE:</b> Each time you log in, the default filter criteria will be used but can be changed as necessary. (see 10.1.1, Point 2 for Default filter settings)

Approval Number:	<input type="text"/>
First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Service Date From:	19/06/2009 
Service Date To:	03/07/2009 
Provider/Surgeon:	Please select a provider 
Status:	<input checked="" type="checkbox"/> Approval Delayed <input checked="" type="checkbox"/> Approval Delayed Awaiting Medical Report <input checked="" type="checkbox"/> Approval Delayed Confirming Membership Status <input checked="" type="checkbox"/> Approval Delayed See Comments <input checked="" type="checkbox"/> Approved <input checked="" type="checkbox"/> Cancelled <input checked="" type="checkbox"/> Contact Southern Cross <input checked="" type="checkbox"/> Declined Contact Southern Cross <input checked="" type="checkbox"/> Declined Service Not Claimable <input checked="" type="checkbox"/> Payment Requested <input checked="" type="checkbox"/> Review Requested
<input type="button" value="Apply Filter"/> <input type="button" value="Select All"/> <input type="button" value="Deselect All"/>	




## 9.2 MANAGING APPROVALS

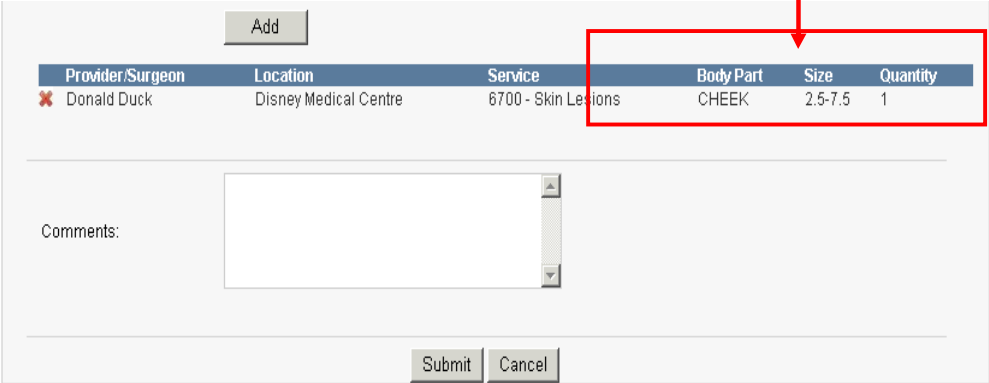
### 9.2.1 VIEW THE APPROVAL

The approval request can be viewed at any time from the **Approval Tracking** page.

To view the approval request:

Step	Instructions
1	Select the  button next to the approval request you wish to view.
2	You will be taken to the <b>Approval Request</b> page where you can see details about the approval including variables information, if applicable.
3	Select the Cancel button or the Back button to return to the <b>Approval Tracking</b> page.

**Details about the variables are found here.**



Provider/Surgeon	Location	Service	Body Part	Size	Quantity
✘ Donald Duck	Disney Medical Centre	6700 - Skin Lesions	CHEEK	2.5-7.5	1

Comments:

Step	Instructions
4	<p>If there has been a hold applied the status will appear as <u>Approval Delayed</u> or <u>Approval Delayed See Comments</u> or <u>Approval Delayed Awaiting Medical Report</u> or <u>Approval Delayed Confirming Membership Status</u>.</p> <p><b>NOTE:</b> If the status indicates you need to “See Comments”, please ensure you do as your Relationship Manager may have provided a note requesting crucial information relating to the approval.</p>

Approval Tracking Filter On (Show Filter Criteria...) ☑

+	-	Application No.	Patient Name	Status	Priority	Service	Provider	Service Date	Submitted Date	Shortfall
		12568859	Cyril Wright	Approved	Normal	6700	Donald Duck	10/03/10	06/03/10	\$50.00
		12568860	Flynn Dudson	Approval Delayed	Normal	7598	Mickey Mouse	10/03/10	06/03/10	TBA

Comments:

Date	Notes
17/07/2009 1:09:05 p.m.	APS-- please e-mail or fax thru a copy of spec report to 09 925 6188. Many thanks.

Step	Instructions
1	<p>In the <u>Approval Tracking screen</u> you can <u>hover</u> over the approval, or click the <u>plus</u> button to find out some of the variable details for a code that has variables associated (usually Service / Body Part / Side / Size / Quantity).</p>

Approval Tracking Filter On (Show Filter Criteria...) ☑



+	-	Application No.	Patient Name	Status	Priority	Service	Provider	Service Date	Submitted Date	Shortfall
		12568859	Cyril Wright	Approved	Normal	6700	Donald Duck	10/03/10	06/03/10	\$50.00
						<b>Service</b>	<b>Body Part</b>	<b>Side</b>	<b>Size</b>	<b>Quantity</b>
						6700	Cheek	Left	2.5 - 7.5 cm	1

## 9.2.2 EDIT THE APPROVAL


The approval can be edited anytime prior to a payment request being made if the status is one of the following:

- Approval Delayed
- Approval Delayed View Comments
- Approval Delayed Awaiting Medical Report
- Approval Delayed Confirming Membership Status
- Approved
- Declined Contact Southern Cross
- Declined Service Not Claimable

To edit the approval request:

Step	Instructions
1	Select the  button to the left of the approval request you wish to view.
2	You will be taken to the <a href="#">Approval Request</a> page.
3	Make the required changes to the approval request. <ul style="list-style-type: none"><li>▪ Any change to the <a href="#">Service Date</a> will be applied to all services on that approval request. If you require services with a different service date, you should enter a new approval request. If you do enter a new approval request, please ensure you have deleted the old approval by clicking on  next to it. Refer to <a href="#">Section 9.2.3 Cancel The Approval</a>.</li><li>▪ The <a href="#">Notes</a> are not editable. However, you can enter additional notes in the <a href="#">Comments section</a> without altering any other service details.</li></ul>
4	Select the <a href="#">Submit</a> button to submit the change request and return to the <a href="#">Approval Tracking</a> page.
5	Select the <a href="#">Cancel</a> button to return to the <a href="#">Approval Tracking</a> page.

### 9.2.3 CANCEL THE APPROVAL

The  - cancels the approval. The approval request can be cancelled any time prior to a payment request being made if the status is one of the following:

- Approval Delayed
- Approval Delayed View Comments
- Approval Delayed Awaiting Medical Report
- Approval Delayed Confirming Membership Status
- Approved
- Declined Contact Southern Cross
- Declined Service Not Claimable

To cancel the approval:

Step	Instructions
1	From the <a href="#">Approval Tracking</a> page, select the <a href="#">Cancel</a> button.
2	Enter a <a href="#">cancellation reason</a> . This is mandatory.
3	Select the <a href="#">Submit</a> button. The cancellation request is submitted to Southern Cross and you are returned to the <a href="#">Approval Tracking</a> page.
4	Select the <a href="#">Cancel</a> button to cancel the cancellation request and be returned to the <a href="#">Approval Tracking</a> page.
5	After submitting a cancellation request, the approval will show on the <a href="#">Approval Tracking</a> page with a status of <a href="#">Cancelled</a> .

## **10. MANUAL ASSESSMENTS (REQUESTS ON HOLD)**

---

### **10.1 OVERVIEW**

Due to preliminary checks that an approval request goes through, there might be cases where the system cannot provide an immediate answer after adjudication and the requests must be held for the Relationship Manager to review and make a decision on. The held requests will also include requests where the Relationship Manager needs more information or has to investigate further.

### **10.2 PROCESS SUMMARY**

Relationship Managers when manually assessing the request must first ensure that the approval is not for a suspended or terminated contract. This situation happens infrequently and it is the contract managers responsibility to liaise and communicate situation with the Relationship Managers and Provider.

If the contract is not suspended or terminated the relationship manager will conduct the necessary internal Southern Cross eligibility checks. The Relationship Manager may require more information before making a decision, if so then the request may take longer to assess. Examples of such instances are where the services require a GP report or it is an ACC related case or where the Provider has noted comments which need to be taken into consideration.

When more information is required, the Relationship Manager will liaise with the Provider and advise them accordingly. Once the required information is received, the Relationship Manager will review the request (which may include liaising with other internal units) and make a decision.

## **11. EXCEPTIONS (MANUAL APPROVAL REQUESTS)**

---

### **11.1 OVERVIEW**

In extremely rare cases, a system outage or other technical issues might render the Provider Web unusable until the issues are resolved. There might also be other cases where the Provider is not able to access the system for one reason or another (on their side). Whatever the case may be, ideally your Relationship Manager will be/ should be made aware of it so they can help you by creating manual approval requests.

### **11.2 PROCESS SUMMARY**

A Provider would pass their approval request to the Relationship Manager usually through an email or fax. Upon receipt, the Relationship Manager creates the request in the Southern Cross system (**NOTE:** This manual request will have a record in your Provider Web Approval Tracking so all other process can remain the same, i.e. for claiming payments, etc.).

The system will auto-adjudicate and the usual business processes apply if the approval is held in the system. Refer to [Section 10 Manual Assessments \(Requests On Hold\)](#).

## 12. REQUEST FOR REVIEW

You are now able to request a review of a declined approval, if necessary.

Step	Instructions
1	Follow previous steps to log in to Provider Access Web and select the <b>Approval Tracking</b> page. Refer to <b>Section 9 Approval Tracking</b> .
2	Find the <b>relevant declined approval</b> that you wish to request review for.
3	In Provider Web a declined approval will have a new <b>icon</b> on the approval line that, when selected, will open a screen entitled <b>Review Approval Request</b> .



Step	Instructions
4	At the top of the <b>Review Approval Request</b> screen, the details of the approval will be summarised. At the bottom of the screen, you will be able to enter <b>Comments</b> about the approval and re-submit by clicking <b>Submit</b> .
5	<b>NOTE:</b> A <b>Request For Review</b> will automatically be placed on hold for your Relationship Manager to assess. On Approval Tracking, it will have an approval status of <b>Review Requested</b> .

**Service Details** WARNING!! Service Date of this approval applies to all services included within this approval. Changing it will cause change in Service Date of all services within this approval request.

Service Date:

Provider / Surgeon:

Location:

Service:

Provider/Surgeon	Location	Service	Quantity	Service Date
✘ Mickey Mouse	Disney Medical Centre	7598 - Follow Up Consultation	1	04/03/10
✘ Mickey Mouse	Disney Medical Centre	7001 - Yag Capsulotomy		04/03/10

Comments:

You must enter notes in the **Comments** field and select **Submit** to request a review of a previous decision.

## 13. REQUEST PAYMENT

It is only after the request has been approved and the service date has been reached, that payment can be requested.

Step	Instructions
1	Follow previous steps to log in to Provider Access Web and select the <b>Approval Tracking</b> page. Refer to <a href="#">Section 9 Approval Tracking</a> .
2	Find the <b>relevant approval</b> that you wish to request payment for.
3	You can request payment (i.e. make a claim) by clicking on the <b>green \$</b> .

Approval No.	Patient Name	Status
12440649	John McDowell	Approved
12440759	Russell Martin	Approved
12440759	Antonius Verhaaren	Approved

The following screen will be displayed:

The screenshot shows the Southern Cross Health Society Provider Access web interface. The navigation menu includes Member Search, Approval Tracking, Claim Tracking, Contract Request, and Maintenance. The main content area displays a payment request for Miss Stella Joe. The details include:

- Application Number: 12568857
- Priority: Normal
- Date of Service: 4/03/2010
- Shortfall: \$0.00
- Amount Payable: \$3,070.00

The service details are as follows:

Service (Provider, Location)	Qty.
7598 - Follow Up Consultation (Mickey Mouse, Disney Medical Centre)	1

Below the service details, there are two tables for components:

Component	Payee	Invoice #
Surgical	Disney World Limited	

Component	Payee	Invoice #
Surgical	Disney World Limited	

At the bottom of the form, there are buttons for Submit and Cancel.

Step	Instructions
4	If more than one Payee is available, a <b>drop-down list</b> will be displayed from which you can select the <b>Payee</b> .



Approval Number:	12182287
Priority:	Normal
Date of Service:	20/11/2007
Shortfall:	\$0.00

---

**Service (Provider, Location)**  
7220 - Primary Hip Replace - Type 1 (Bruce Twaddle, 1 Shea Terrace, Milford)

Component	Payee	Invoice #
Surgical	Bruce Twaddle Orthopaedics L	<input type="text"/>
	Bruce Twaddle Orthopaedics Limi	
	Bruce Twaddle	
	Auckland Surgical Centre Ltd	

Step	Instructions
5	All services on the approval request must be claimed at the same time. The components for each service will be displayed.
6	<p>Enter the <u>Invoice Number</u> for your reference. This number will appear on the Remittance Advice so that you can cross reference payment back to the invoice. A maximum of 10 characters can be entered.</p> <p>It is <b>highly recommended</b> (for purposes of clarity, record keeping, and auditing for both the Provider and Southern Cross) that this step be completed. It is important to note that the EFT number on your bank statement actually relates back to the Remittance Advice and hence the links between entering the invoice numbers onto Provider Web, through to the Remittance Advice and then the EFT on the bank statement for your reference.</p> <p><b>Note:</b> For Maximum Price Type Procedures (such as Orthopaedic) you will also be prompted to enter a <u>Total Price</u>. <u>Total Units</u> will also have to be entered for Brachytherapy contracts. If the price entered is too high the system will reject the request for payment at which point the you should contact your Relationship Manager.</p>
7	In Provider Web, if the request for payment is for a code with variables (such as the skin code), the display in Provider Web will appear as follows. In addition, the amount that Southern Cross is to pay to you will also be displayed as "Amount Payable" for the codes with variables specifically.

Payment request for Mr Cyril Wright (Show Details...) ☒

---

Application Number: 12568859  
Priority: Normal  
Date of Service: 7/03/2010  
Shortfall: \$50.00  
Amount Payable: \$200.00

---

Service (Provider, Location)	Body Loc.	Body Part	Size	C.Type	A.Type	Qty.
6700 - Skin Lesions (Donald Duck, Disney Medical Centre)	Face	Cheek	2.5 - 7.5 cm	Flap	IV Sedation	1

---

Component	Payee	Invoice #
Surgical	Disney World Limited	<input type="text"/>

---

Step	Instructions
6	Select the <input type="button" value="Submit"/> button. A <input type="text" value="confirmation message"/> will appear to confirm payment has been submitted.

Your request has been submitted. Please wait a few moments for the tracking queue to be updated.

---

Step	Instructions
7	<p>Once payment is requested, the claim will appear in both the <input type="text" value="Approval Tracking"/> and <input type="text" value="Claim Tracking"/> queues with a status of <input type="text" value="Payment Requested"/> and then after 60 seconds, will show the status of <input type="text" value="Payment Pending"/>. The claim is only viewable now and cannot be edited or revoked.</p> <p><b>NOTE:</b> Claims will normally be paid within 24 hours of the payment request being made, unless it is being held for further information or assessment.</p>

## 14. CLAIM TRACKING

The **Claim Tracking** page shows the status of all claims (i.e. approvals where you have made a payment request) that have been submitted to Southern Cross. From this page, you can view claim details but no changes can be made to the claim as payment has already been requested.

Username: snowwhite1  
 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

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Member Search | Approval Tracking | **Claim Tracking** | Contract Request | Maintenance

Claim Tracking Default Filter (Show Filter Criteria...) [X]

Application No.	Claim No.	Patient Name	Claim Status	Service Date	Paid Amount	Total Shortfall
12568858	7219574	Cyril Wright	Payment Pending	03/03/10		\$194.00
12568857	7219573	Stella Joe	Payment Pending	04/03/10		\$0.00

### 14.1 CLAIM TRACKING FILTER

The Claim Tracking filter defaults to display claims with any of the following status codes:

- **Payment Requested:** Status present but only viewable within 60 seconds of submission
- **Payment Pending**
- **Payment Made**

The maximum number of **results** will be shown on 12 pages only. If your search criterion exceeds this amount, you will receive a message to refine the search criteria.

Username: snowwhite1  
 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

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Claim Tracking Default Filter (Hide Filter Criteria...) [X]

Filter Criteria

First Name:

Last Name:

Service Date From: 20/02/2010

Service Date To: 06/03/2010

Provider/Surgeon:

Status:  Payment Requested  
 Payment Pending  
 Payment Made

## 14.2 CHANGING THE DEFAULT FILTER

To change the default filter:


Step	Instructions
1	Select <b>Show Filter Criteria...</b>
2	Enter the <b>filter criteria</b> . The following fields are available: <ul style="list-style-type: none"><li>○ First Name</li><li>○ Last Name</li><li>○ Service Date From</li><li>○ Service Date To</li><li>○ Provider/Surgeon</li><li>○ Status Codes<ul style="list-style-type: none"><li>▪ Payment Requested</li><li>▪ Payment Pending</li><li>▪ Payment Made</li></ul></li></ul>
3	Select the <b>Apply Filter</b> button to apply the changed filter criteria to the Claim Tracking queue. <b>NOTE:</b> Each time you log in, the default filter criteria will be used but can be changed as necessary.

## 15. MANAGING CLAIMS

### 15.1 VIEW THE CLAIM

The claim details can be viewed at any time from the **Claim Tracking** page.

To view the claim details:


Step	Instructions
1	Select the  button next to the claim you wish to view. OR Click on the <b>Plus sign</b> next to the claim to see a few more details.

**Claim Tracking**

+/-	Approval No.	Claim No.	Patient Name	Claim Status	Service Date
	12444153	5831858	Anthony Fox Laity	Payment Pending	25/06/09
	12440649	6741513	John McDowell	Payment Pending	02/07/09
	12440759	6931295	Antonio Verbeeren	Payment Pending	25/08/09

The Provider Web Claim Tracking screen displays the variables in a similar fashion as the Provider Web Approval Tracking Screen. This will only display if a code with variables is used.


**Claim Tracking** Default

+/-	Approval No.	Claim No.	Patient Name	Claim Status	Service Date			
	12458019	6797152	Heather Leather	Payment Pending	05/08/09			
	<b>Service Component</b>	<b>Provider</b>	<b>Invoice No</b>	<b>Body Part</b>	<b>Side</b>	<b>Size</b>	<b>Qty</b>	
	6700	Surgical	Grant Bellaney	1234	Cheek	Left	< 2.5 cm	1

Step	Instructions
2	You will be taken to the <b>Claim Details</b> page. All services on that claim will be displayed.  <b>NOTE:</b> The Amount Payable field is populated with the amount Southern Cross has paid for the service. It is only populated if the status of a claim is equal to <b>Payment Made</b> .
3	Select <b>Cancel</b> or the browser's <b>Back</b> button to return to the <b>Claim Tracking</b> page.

**NOTE:** If there are any issues whatsoever with the claim/payment, please contact your Relationship Manager and they will advise or assist you further.

## Claim Tracking Details: Payment Pending



Username: snowwhite1  
 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

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Claim details for Mr Cyril Wright (Show Details...)

Request Date: 06/03/2010  
 Authorisation Number: 12568858  
 Claim Number: 7219574  
 Last Update Date:  
 Shortfall: \$194.00

Service	Component	Provider	Service Date	Claim Status	Payee	Invoice #	Amount
7598	Surgical	Donald Duck	03/03/10	Payment Pending	Disney World Limited	DIS03	
7001	Surgical	Donald Duck	03/03/10	Payment Pending	Disney World Limited	DIS04	

Back

## Claim Tracking Details: Payment Made



Username: snowwhite1  
 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

v2.0.0.3  
[Logout](#)  
[Select Contract](#)  
[User Guide](#)  
[Quick Reference Guide](#)

Member Search | Approval Tracking | **Claim Tracking** | Maintenance

Claim details for Mr Robert Taylor (Show Details...)

Request Date: 12/02/2010  
 Authorisation Number: 12547195  
 Claim Number: 7190206  
 Last Update Date:  
 Shortfall: \$0.00



Service	Component	Provider	Service Date	Claim Status	Payee	Invoice #	Amount
6700	Surgical	Donald Duck	02/03/10	Payment Made	Disney World Limited	88651	\$194.00

Back

## 16. REMITTANCE ADVICE (RA)

Once the payment has been made to you, a Remittance Advice is sent to you (by mail or email as per prior arrangements) detailing the claim paid.

Following is a sample of what an RA will look like if the procedure(s) paid was a code with variables attached.

	<b>Southern Cross Medical Care Society</b> Ernst & Young Building, 2 Takutai Square Auckland	
	Private Bag 3216 Hamilton  Freephone: 0800 800 181	
 Auckland 1006	Vendor ID : 176 Payment Amount \$578.05 EFT Number : 2954841	Reference 8501 Page 1 of 1 Issued : 18 May 2012

**Remittance Advice**

Line	Invoice No	Treatment Date	Procedure Code	Procedure Description	Amount Claimed	Amount Paid	Contract Number
<b>Claim 8952093, Policy 20170796</b>							
1		17 May 2012	7930	Initial Consult-Multi Lesion	\$51.00	\$40.80	ABC090201/2
					\$51.00	\$40.80	
<b>Claim 8953736, Policy 703932</b>							
1		18 May 2012	6700	Skin Lesions,2.5-7.5 cm(Dire	\$307.00	\$307.00	ABC 090201/2
10		18 May 2012	6700	Skin Lesions, < 2.5 cm(Direct	\$230.25	\$230.25	ABC 090201/2
					\$537.25	\$537.25	
<b>Total Amount Claimed</b>					<b>\$588.25</b>	<b>\$578.05</b>	<b>Total Amount Paid</b>

Please note that the claim(s) may have included additional items that are still being processed.  
 Payment Terms: Southern Cross has processed the above claim(s) and has paid you directly the Policy holder's refund. This refund represents Southern Cross' full and final settlement of these items.

Please also note that the Policy holder is responsible for paying any difference between the amount that you have billed and the amount that Southern Cross has paid.

The amount of \$578.05 has been credited to your account 12-3000 - 1000000 -00 on 18-5-2012

**SAMPLE ONLY**

The following is a sample of what an RA will look like if a number of procedures were completed for one approval request or if the same procedure was completed a number of times (i.e. quantity more than 1) in the approval request.



Southern Cross Medical Care Society  
 Level 1, Ernst & Young Building  
 2 Takutai Square, Auckland 1010  
 Private Bag 99934, Newmarket, Auckland 1149  
 Phone **0800 800 181**  
 www.southerncross.co.nz/society

**Vendor ID** 13645  
**Payment amount** \$738.80  
**Reference** 84882  
**EFT number** 294986  
**Page** 1  
**Issued** 14 MAY 2012

**Remittance advice**

Line	Invoice no.	Treatment date	Procedure code	Procedure description	Amount claimed	Amount paid	Contract no.
<b>Claim 8937895, Member 7108230</b>							
1		14 MAY 2012	8080	Yag Laser Bilateral	\$383.00	\$306.40	ABC090403/2
3		14 MAY 2012	7597	Initial Consultation	\$143.00	\$114.40	ABC 090403/2
					<b>\$526.00</b>	<b>\$420.80</b>	
<b>Claim 8938789, Member 11596635</b>							
1		14 MAY 2012	7597	Initial Consultation	\$143.00	\$143.00	ABC 090403/2
<b>Claim 8938795, Member 11853549</b>							
1		14 MAY 2012	7597	Initial Consultation	\$143.00	\$143.00	ABC 090403/2
<b>Claim 8939942, Member 9208534</b>							
1		14 MAY 2012	7598	Follow Up Consultation	\$82.00	\$32.00	ABC 090403/2
<b>Total</b>					<b>\$894.00</b>	<b>\$738.80</b>	

The payment of \$738.80 has been credited to your account 12-3000-00 00000 -000 on 14-MAY-2012

Please note that the claim(s) may have included additional items that are still being processed.

Payment Terms: Southern Cross has processed the above claim(s) for the items listed above, and has paid you directly the policyholder's refund. This refund represents Southern Cross' full and final settlement of these items.

Please also note that the policyholder is responsible for paying any difference between the amount that you have billed and the amount that Southern Cross has paid.

**SAMPLE ONLY**



## 17. CONTRACT REQUEST

### 17.1 CONTRACT CHANGE REQUEST

You can request changes to existing contracts from the **Contract Change Request** page. The request will be routed to the Contract Manager who will make the change to the contract after discussions with you, the Provider, as appropriate. There may need to be a number of discussions depending on the contract change requested.

The screenshot shows the 'Contract Change Request' form in the Southern Cross Health Society Provider Access system. The form includes the following fields and options:

- Contract Number:** DISNEY000
- Name:** Disney World Limited
- Change Type:** Bank Account (selected from a dropdown menu)
- Effective Date:** (empty text field with a calendar icon)
- Subject:** (empty text field)
- Comments:** (empty text area)
- Buttons:** Submit and Cancel

At the top of the page, there is a navigation menu with options: Member Search, Approval Tracking, Claim Tracking, Contract Request (highlighted), and Maintenance. The top right corner displays user information: Username (snowwhite1), Contract (Disney World Limited), R.M. (Lia O'Connell), R.M. Phone (09 925 6184 Ext: 6184), and version (v2.0.0.3). There are also links for Logout, Select Contract, User Guide, and Quick Reference Guide.

Step	Instructions
1	From the <b>Contract Change Request</b> page, select the <b>Change Type</b> : <ul style="list-style-type: none"> <li>▪ Bank Account</li> <li>▪ Location</li> <li>▪ Provider</li> <li>▪ Service</li> <li>▪ Other</li> </ul>
2	Enter the <b>Effective Date</b> from which the change should become effective. This field is mandatory.  NOTE: The date must be greater than or equal to the current date.
3	Enter a <b>Subject</b> . This field is mandatory.
4	Enter <b>Comments</b> . This field is mandatory.
5	Select the <b>Submit</b> button. A message will display that your request has been submitted.
6	Select the <b>Cancel</b> button to go to the <b>Contract Change Tracking</b> page.

### 17.2 CONTRACT CHANGE TRACKING

The **Contract Change Tracking** page shows the status of all contract change requests that have been submitted to Southern Cross. From this page, you can:

- View the request
- Delete the request

Username: Snowwhite1  
Contract: Disney World Limited  
R.M.: Lia Gamett  
R.M. Phone: 09 925 6184 Ext: 6184

v2.0.0.3  
[Logout](#)  
[Select Contract](#)  
[User Guide](#)  
[Quick Reference Guide](#)

**Contract Change Tracking**

Contract Number	Subject	Task Type	Status	Requestor	Effective Date
DISNEY000	Adding Service	Service	Assigned	Snow White	07.03.10

Valid status codes include:

- Assigned
- In Progress
- Deferred
- Completed
- Cancelled

### 17.2.1 VIEW THE REQUEST

The contract change request can be viewed at any time from the **Contract Change Tracking** page.

To view the request:

Step	Instructions
1	Select the  button next to the request you wish to view.
2	You will be taken to the <b>Contract Change Details</b> page.
3	Select the <b>Back</b> button to return to the <b>Contract Change Tracking</b> page.

### 17.2.2 CANCEL THE REQUEST

To cancel the request:

Step	Instructions
1	Select the  button to cancel the contract change request. A message will appear "Are you sure you want to delete this record?"
2	Select the <b>OK</b> button to proceed. The status of the request will change to <b>Cancelled</b> and the  button will no longer be available.
3	Select the <b>Cancel</b> button to cancel the deletion of the request.

## 18. RE-CONTRACT

---

### 18.1 OVERVIEW

A re-contract may occur for a number of reasons:

- The change requested by the Provider requires a complete re-contract instead of a revision,
- The contract has reached its termination date and needs to be re-contracted in which case the Contract Manager will initiate discussions with the Provider.

### 18.2 PROCESS SUMMARY

Once the Contract Manager decides that it is a case of re-contracting versus a revision, they will start discussions with the Provider for potential changes to parameters. Some of them may include New Start and End Date, Existing Terms & Conditions, Services/Pricing, Vendors/Providers/Locations, etc.

Once the Provider responds with the information, the Contract Manager will liaise with internal parties at Southern Cross to ensure everyone is on the same page. Once the details are ironed out, the Contract Manager will draft up a contract for internal Southern Cross parties and the Provider to agree to or discuss further. As mentioned before, each step of the way, there needs to be agreement between all parties from Southern Cross as well as the Provider.

A final version is sent to the Provider for signing and that becomes the contract document the Southern Cross Relationship Managers (the team doing the day-to-day management of approvals and claims for the Providers) will use as their basis.

## 19. CONTRACT SUSPENSION/TERMINATION

---

### 19.1 OVERVIEW

A contract may be suspended/ terminated for a number of reasons:

- **Suspension:** There are some significantly detrimental situations connected with a particular contract that prompts the Contract Manager to suspend the contract. In the rare event this is done, the Contract Manager will have been in urgent discussions with the Provider.
- **Termination:** The contract has reached its termination date and needs to be re-contracted in which case the Contract Manager will initiate the discussions with the Provider. However, the Provider may choose not to re-contract with Southern Cross or vice-versa.

### 19.2 PROCESS SUMMARY

In the event the contract is terminated and there is no change to the original termination date, the contract is left in the system to “auto terminate”. If the original termination date has been changed, the Contract Manager will check existing activity on the account (for instance, no approvals will be able to be requested with a Service Date after the Termination Date) and discuss with the Relationship Manager and the Provider a suitable date that the contract can be terminated.

Similarly, in the case of suspension, a mutual suspension date may be arrived at. If the suspension is seen to be invalid at a later date, the Contract Manager will make the necessary changes in the systems after discussions with the Provider and the Relationship Manager.

### 19.3 SUSPENDED & TERMINATED CONTRACTS

If your contract is suspended or terminated, the following will occur on the Provider Web:

Step	Instructions
1	For multiple contract users, in the <b>Contract Selection</b> page, contracts in a suspended or terminated state will be indicated with the text <b>Suspended</b> or <b>Terminated</b> appended next to the contract.
2	After logging in, in the <b>General Contract Information</b> section at the top right, the text <b>Contract Suspended</b> or <b>Contract Terminated</b> will be displayed.

Login

Contract Selection

Please select a contract:

- Auckland X-Ray Services Limited (AXSD090903) - Suspended
- Disney World Limited (DISNEY000)

Submit Cancel

**Status: Shows If The Contract Is Suspended Or Terminated**

Step	Instructions
1	The user will have the ability to <u>view</u> the Approval, Claim and Contract Request Tracking queues only and will not be able to submit any new approval requests, submit any payment requests or perform any Member searches.

Username snowwhite1  
 Contract Auckland X-Ray Services Limited  
 R.M. Gina McCarthy  
 R.M. Phone 09 925 6186 Ext: 6186

v2.0.0.3  
[Logout](#)  
[Select Contract](#)  
[User Guide](#)  
[Quick Reference Guide](#)

Approval Tracking Claim Tracking Maintenance

Contract Suspended

**Status: Shows If The Contract Is Suspended Or Terminated**

## 20. MAINTENANCE

### 20.1 CHANGE PASSWORD

All users can access the Change Password page to change their password. Users will be taken automatically to this page when they first login to the Provider Web.

The screenshot shows the Southern Cross Health Society Provider Access interface. At the top left is the Southern Cross Health Society logo. To the right, there is a header area with user information: Username (mowwhite1), Contract (Disney World Limited), R.M. (Liz Garnett), and R.M. Phone (09 825 6194 Ext: 6194). Further right, there are links for +2003, Logout, Select Contract, User Guide, and Quick Reference Guide. Below the header is a navigation menu with tabs for Member Search, Approval Tracking, Claim Tracking, Contract Request, and Maintenance. The main content area is titled "Change Your Password" and includes a message: "You will be redirected to the Login screen after password change." Below this message are three input fields: "Current Password:", "New Password:", and "Confirm New Password:". At the bottom of the form is a "Change Password" button.

Password rules are:

- The password must have a minimum 6 characters, be alpha-numeric containing at least one number.
- The password will expire after 90 days.
- Password history will be maintained for 5 previous passwords to prevent reuse.
- After 3 invalid attempts the Provider Web will lock the user out for 30 minutes; after 30 minutes the user can try again.

To change your password:

Step	Instructions
1	Enter your <b>Current Password</b> . This field is mandatory.
2	Enter your new password in the <b>New Password</b> field.
3	Enter your new password again in the <b>Confirm New Password</b> field.
4	Select the <b>Change Password</b> button to change your password. This becomes effective immediately.
5	To <b>exit</b> the Change Password page, <b>select another page</b> from the menu bar.

## 20.2 LIST ORDERING

All users can access the **List Ordering** page to personalize the order in which services, locations and providers appear in their drop-down lists.

This functionality is optional and is based on user name.

The screenshot shows the 'List Ordering' page in the Provider Web interface. At the top, there is a navigation bar with links for Member Search, Approval Tracking, Claim Tracking, Contract Request, and Maintenance. The main content area is titled 'List Ordering' and includes a dropdown menu for 'Select user account:' set to 'user.name'. Below this are three tabs: 'Services', 'Locations', and 'Providers'. The 'Services' tab is active, showing two columns: 'Unsorted list' and 'Sorted list'. The 'Unsorted list' contains the following services: 7191 - Duplex Vein Mapping - 1 Leg, 7542 - Duplex Vein Mapping 2 legs, 7547 - V.Vein Right Surgery Simple, 7548 - V.Vein Left Surgery Simple, 7549 - V.Vein Right Surgery Complex, 7550 - V.Vein Left Surgery Complex, 7551 - Bilat V.Vein Surgery Simple, 7552 - Bilat V.Vein Surgery Complex, and 7785 - Pre Op Vein Marking. The 'Sorted list' is currently empty. Green and orange arrows between the lists indicate the ability to move items.

To set up list ordering:

Step	Instructions
1	Select List Ordering from the Maintenance menu
2	The screen will display the user account the ordering will affect along with tabs displaying services, locations & providers listed on this contract
3	Select which list you would like to order e.g. Services, Locations, Providers
4	Select which service you would like to appear at the top of the list & use the  to move from the Unsorted list to the Sorted list. Repeat as appropriate. <b>Note:</b> if you only need to sort four services & are happy for the remainder to display based on the default settings, then you only sort the four services required
5	If you would like to remove a service from the sorted list, select the required service & use the  to move the service back to the unsorted list
6	If you would like to move a service in the sorted list up or down the ordering, select the required service & use the  or  as appropriate
7	Next time you are in the approval request page, your preferences will display based on your selections

## 20.3 ADD USERS (NEW AND EXISTING)

Users with a role of Admin or AdminUsers have access to the **Add New User** page. See the [Section 20.4 Roles](#) for details about user roles. From the **Add New User** page you can:

- Add A New User
- Add An Existing User To The Current Contract

### 20.3.1 ADD NEW USER

Username: snowwhite1  
 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

v2.0.0.3  
[Logout](#)  
[Select Contract](#)  
[User Guide](#)  
[Quick Reference Guide](#)

**Southern Cross Health Society** **Provider Access**

Member Search | Approval Tracking | Claim Tracking | Contract Request | Maintenance

**Add User**

Contract Number: DISNEY000  
 Name: Disney World Limited

Action:  Add New User  Add Existing User

First Name:   
 Last Name:   
 Email Address:

Contract Party:    
 Admin  
 User  
 Role:  Provider

To add a new user:

Step	Instructions
1	Next to Action, select <b>Add New User</b> .
2	Enter the <b>First Name</b> of the user. This field is mandatory.
3	Enter the <b>Last Name</b> of the user. This field is mandatory.
4	Enter the <b>Email Address</b> of the user. This field is mandatory.
5	Select the <b>Contract Party</b> . If only one Contract Party exists, this field will default to that Contract Party.
6	Select the <b>Role</b> . See the <a href="#">Section 20.4 Roles</a> for details about user roles. The following combinations of roles are allowed: <ul style="list-style-type: none"> <li>▪ One role can be selected (AdminUser or User or Provider).</li> <li>▪ Only Admin cannot be selected.</li> <li>▪ Provider cannot be selected with any other roles.</li> </ul>



Step	Instructions
7	Select the <b>Submit</b> button to submit the Add User request. You will be taken to the <b>User Tracking</b> page where you will see the new user added to the queue. The new user will receive an email at the email address entered. The email will contain their username, password and hyperlink for them to log in.
8	Select the <b>Cancel</b> button to be taken to the <b>User Tracking</b> page.

### 20.3.2 ADD EXISTING USER

Username: snowwhite1  
 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

v2.0.0.3  
[Logout](#)  
[Select Contract](#)  
[User Guide](#)  
[Quick Reference Guide](#)

**Member Search** | **Approval Tracking** | **Claim Tracking** | **Contract Request** | **Maintenance**

**Add User**  
 Contract Number: DISNEY000  
 Name: Disney World Limited

Action:  Add New User  Add Existing User  
 User Name:

Contract Party:

Role:  Admin  User  Provider

To add an existing user to the current contract:

**NOTE:** This can also be completed from the User Tracking page.

Step	Instructions
1	Next to Action, select <b>Add Existing User</b> .
2	Enter existing <b>User Name</b> . This field is mandatory.
3	Select the <b>Contract Party</b> . If only one Contract Party exists, this field will default to that Contract Party.
4	Select the <b>Role</b> . See the <a href="#">Section 20.4 Roles</a> for details about user roles. The following combinations of roles are allowed: <ul style="list-style-type: none"> <li>▪ One role can be selected (AdminUser or User or Provider).</li> <li>▪ Only Admin cannot be selected.</li> <li>▪ Provider cannot be selected with any other roles.</li> </ul>
5	Select the <b>Submit</b> button to submit the Add Existing User request. You will be taken to the <b>User Tracking</b> page where you will see the user added to the queue.
6	Select the <b>Cancel</b> button to be taken to the <b>User Tracking</b> page.

## 20.4 USER TRACKING

Users with a role of Admin or AdminUsers have access to the **User Tracking** page. See the [Section 20.4 Roles](#) for details about user roles. From the **User Tracking** page you can:

- View All Users That Exist For That Contract
- Edit A User
- Reset User Password
- Remove A User From The Contract

### 20.4.1 VIEW ALL USERS THAT EXIST FOR THAT CONTRACT

Username: snow.white1  
Contract: Disney World Limited  
R.M.: Lia Garnett  
R.M. Phone: 09 925 6184 Ext. 6184

v2.0.0.3  
[Logout](#)  
[Select Contract](#)  
[User Guide](#)  
[Quick Reference Guide](#)

**Southern Cross Health Society** **Provider Access**


Member Search | Approval Tracking | Claim Tracking | Contract Request | Maintenance

User Tracking

User Name	First Name	Last Name	Email Address	Contract Party	Role
Snow.White1	Snow	White	emma.trotman@southerncross.co.nz	1699589	User, Admin

**User Tracking Front Page: Shows All Users That Exist For That Contract And Their Details**

## 20.4.2 EDIT USER



**Southern Cross  
Health Society**

### Provider Access

Username: snow.white1  
 Contract: Disney World Limited  
 R.M.: Lia Garnett  
 R.M. Phone: 09 925 6184 Ext: 6184

v2.0.0.3  
[Logout](#)  
[Select Contract](#)  
[User Guide](#)  
[Quick Reference Guide](#)

---

Member Search
Approval Tracking
Claim Tracking
Contract Request
Maintenance

**Edit User**

Contract Number: DISNEY000  
 Name: Disney World Limited


---

User Name:   
 First Name:   
 Last Name:   
 Email Address:

Contract Party:  ▼

Role:  Admin  
 User  
 Provider  ▼


To edit a user:

Step	Instructions
1	Select the  button next to the user you wish to edit.
2	You will be taken to the <u>Edit User</u> page where you can edit the user information.
3	Select the <u>Submit</u> button to submit the changes. The changes will take effect immediately.
4	Select the <u>Cancel</u> button to return to the <u>User Tracking</u> page.

## 20.4.3 RESET USER PASSWORD

The screenshot shows the Southern Cross Health Society Provider Access interface. At the top left is the logo. On the right, there is user information: Username: snowwhite1, Contract: Disney World Limited, R.M.: Lia Garnett, R.M. Phone: 09 925 6184 Ext: 6184. Further right are links for v2.0.0.3, Logout, Select Contract, User Guide, and Quick Reference Guide. Below this is a navigation bar with tabs: Member Search, Approval Tracking, Claim Tracking, Contract Request, and Maintenance. The main content area is titled 'User Tracking' and contains a table with columns: User Name, First Name, Last Name, Contract Party, and Role. A row is visible for 'Snow.White1', 'Snow', 'vW', '16995689', and 'User, Admin'. A 'Microsoft Internet Explorer' dialog box is overlaid on the table, asking 'Are you sure you want to reset the user password?' with 'OK' and 'Cancel' buttons.


To reset a user password:

Step	Instructions
1	Select the  button next to the user you wish to edit.
2	A <u>message</u> will display “Are you sure you want to reset the user password?”
3	Select the <u>OK</u> button to reset the user password. A <u>message</u> will display “User password has been reset and an email has been sent with the new password.”
4	Select the <u>Cancel</u> button to return to the <u>User Tracking</u> page.
	<b>NOTE:</b> Although a user’s password can be reset by the Administrator, the Administrator password needs to be requested via email to the Southern Cross system support person.

## 20.4.4 REMOVE USER FROM CONTRACT

The screenshot shows the Southern Cross Health Society Provider Access interface. At the top left is the logo. On the right, there is a user information section with fields for Username (snow.white1), Contract (Disney World Limited), R.M. (Lia Garnett), and R.M. Phone (09 925 6184 Ext: 6184). To the right of this is the version number v2.0.0.3 and links for Logout, Select Contract, User Guide, and Quick Reference Guide. Below the header is a navigation bar with tabs: Member Search, Approval Tracking, Claim Tracking, Contract Request, and Maintenance. The main content area is titled 'User Tracking' and contains a table with columns 'User Name', 'First Name', 'Contract Party', and 'Role'. The table lists two users: Minnie.Mouse (Minnie) and Snow.White1 (Snow). A Microsoft Internet Explorer dialog box is overlaid on the table, asking 'Are you sure you want to remove this user role for the contract?' with 'OK' and 'Cancel' buttons.

To remove a user from the contract:

Step	Instructions
1	Select the  button next to the user you wish to remove.
2	A <u>message</u> will display "Are you sure you want to remove this user role for the contract?"
3	Select the <u>OK</u> button to remove the user from the contract. A <u>message</u> will display "The user has been removed."
4	Select the <u>Cancel</u> button to return to the <u>User Tracking</u> page.

## 20.5 ROLES

The table below includes the roles that available in the Provider Web and their corresponding access rights.

Role	Access	Comments
<b>Admin</b>	<ul style="list-style-type: none"> <li>▪ Login</li> <li>▪ Multiple Contract Page (if applicable)</li> <li>▪ Contract Change Request</li> <li>▪ Contract Change Request Tracking</li> <li>▪ Maintenance               <ul style="list-style-type: none"> <li>○ Change Password</li> <li>○ Add New User</li> <li>○ User Tracking</li> </ul> </li> <li>▪ Remove User from Contract</li> <li>▪ Edit User</li> </ul>	Has no access to contract lines
<b>User</b>	<ul style="list-style-type: none"> <li>▪ Login</li> <li>▪ Multiple Contract Page (if applicable)</li> <li>▪ Member Search</li> <li>▪ Approval Request</li> <li>▪ Approval Tracking               <ul style="list-style-type: none"> <li>○ View/Edit Approval</li> <li>○ Payment Request</li> <li>○ Cancel Approval</li> </ul> </li> <li>▪ Claim Tracking</li> </ul> <p><b>NOTE:</b> Can see any contract lines for the CP for which the user has been added. For example, CE ABC has 3 CPs: CP1, CP2, CP3. If a person were added as a user to CP1, they would only be able to see contract lines associated with CP1 and could not see any lines for CP2 or CP3.</p>	Has no access to administrative functions
<b>Provider</b>	Same as a User but can only see contract lines on which they are the Service Provider	
<b>AdminUser</b>	Same access rights as both an Admin and a User	Has access to both administrative functions and contract lines

## 21. ISSUES/QUERIES?

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If you have any further issues or queries regarding this guide or in your day to day dealings with Southern Cross, please contact your **Relationship Manager**.

For any contract related issues or for discussions about contract(s), please contact your **Contract Manager**.

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