



**Southern Cross
Health Insurance**

Welcome

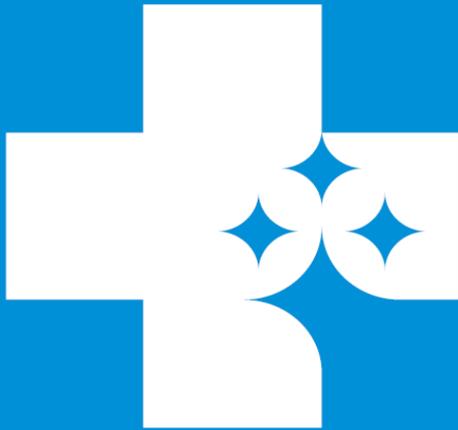
New Provider Web user

Thank you for taking the time to read over these guidelines and partnering with us to create a seamless experience for our members.

By now you should have been issued with a username and password to access the Provider Web portal.

Please see (attached) your training guide and a link to our [frequently asked questions](#) section on the Southern Cross website.

If you require any further assistance, please give us a call on:
0800 757 838 or email us at aps@southerncross.co.nz





**Southern Cross
Health Insurance**

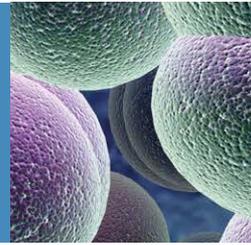
Provider Web

The basics

Version 7.5 | October 2023



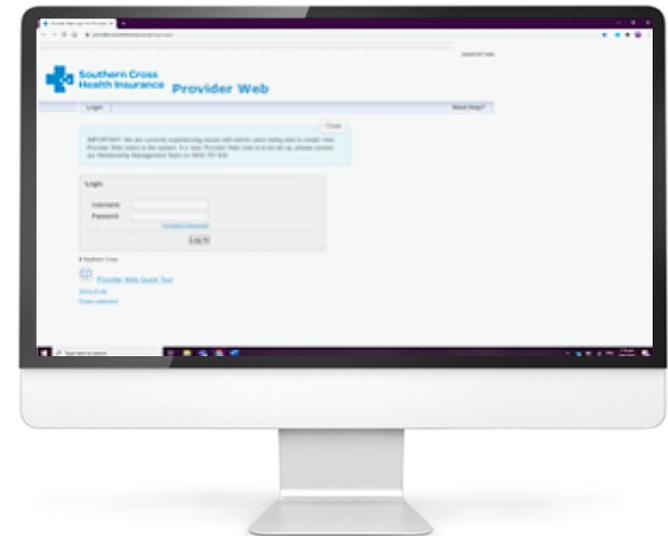
What is Provider Web?



Provider Web is a web-based portal that **Affiliated Providers** use to submit approval applications and request payment for contracted services from Southern Cross.

To use Provider Web, you'll need an internet-connected computer running the latest version of one of these supported browsers:

- [Google Chrome](#)
- [Microsoft Edge](#)
- [Mozilla Firefox](#)
- [Apple Safari](#)

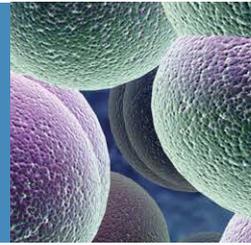


What is an Affiliated Provider?

An Affiliated Provider is a doctor, specialist or medical facility that is contracted to provide Southern Cross members with certain healthcare services at agreed prices. Check out our video [here](#).

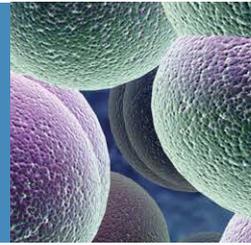


What is Provider Web?



When will you need to use Provider Web?		When will you <u>not</u> need to use Provider Web?		
If your patient is a Southern Cross member and the service needed, is contracted.		If your patient is a Southern Cross member and the service needed, is <u>not</u> contracted.	If your patient is a Southern Cross member, but has an injury claim covered by ACC.	If your patient is <u>not</u> a Southern Cross member.
Action required	Submit an approval request to Southern Cross using Provider Web.	Advise the patient to contact Southern Cross and apply for prior approval. Requesting for Prior Approval Phone: 0800 800 181 Mon - Thu: 8am to 5.30pm Fri: 9am-5pm.	You will need to obtain approval from ACC first as they are the primary insurer for personal injuries caused by an accident, work related gradual process injuries or treatment injuries.	You will need to invoice the patient.

Logging in



When you become an Affiliated Provider we'll send you a username, password, and a link to Provider Web.

The first screen you will see is the Login screen below. To access Provider Web just enter the username and password provided then click 'Log in'.

You'll be prompted to set a new password on your first login and every 90 days from then on, you'll also need to set up security questions to enable you to reset your password in the event you forget it. Be sure to always use the latest password for future logins – your username will always remain the same.

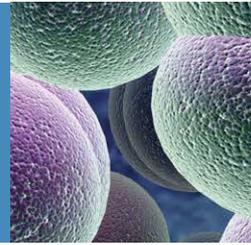
A screenshot of the Southern Cross Health Insurance Provider Web Login screen. The page features the Southern Cross Health Insurance logo (a blue cross with a white plus sign) and the text "Southern Cross Health Insurance Provider Web". Below the logo is a "Login" tab. The main content area is a light gray box with the heading "Login". It contains two input fields: "Username:" and "Password:". Below the password field is a blue link that says "Forgotten Password?". At the bottom of the box is a "Log In" button. In the bottom left corner of the page, there is a small copyright notice: "© Southern Cross".

Password criteria

Passwords must be at least:

- 12 characters long
- contain letters (a-z)
- contains two numbers (0-9)
- at least one capital letter
- it can also include special characters such as @\$!%*#?&
- cannot be a previously used password

Selecting a contract



Once logged in, you'll need to select the contract you want to use. Just click on the name of the contract then click **'Submit'**.

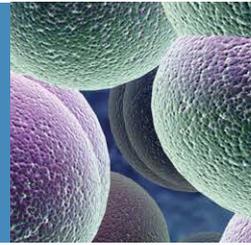
If you only have access to one contract, you won't see this screen. Instead you will be taken straight to the Member Search screen (next page).

Viewing services

To view the services associated with each contract, click on the contract you want to view then click **'Service Details'**. The services will be displayed in the right pane as below.

The screenshot displays a web interface with two main panels. The left panel, titled "Contract Selection", contains a list of three contracts: "Test Service Provider A (TSP090120)", "Test Service Provider B (AGN041520)", and "Test Service Provider C (CSN070820)". The third option is highlighted in blue. Below the list are three buttons: "Submit", "Cancel", and "Service Details". A large red arrow points from the highlighted contract to the right panel. The right panel, titled "Services", shows the selected contract: "Contract: Test Service Provider C (CSN070820)". Below this, a list of services is displayed: "7050 - Service A", "7060 - Service B", "7061 - Service C", "7070 - Service D", "7080 - Service E", "7081 - Service F", "7090 - Service G", and "7100 - Service H".

Finding a member's policy



Next, you will be directed to the member search page. Use this screen to find your patient using their Southern Cross policy number, member card number or name and date of birth.

Just enter the date the procedure is to take place, select a search option, enter the required information then click 'Search'.

Member Search

Service Date: (*)

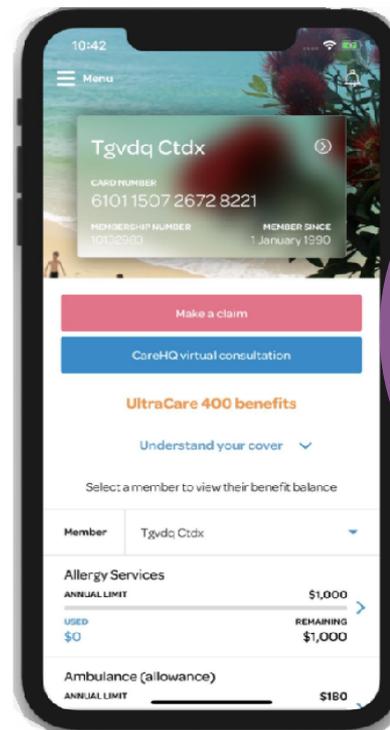
Search using: (*)

Policy number

Member Card Number

Name and date of birth

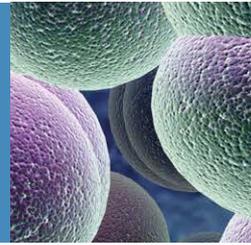
If you have a barcode scanner or magnetic strip reader attached to your computer, Provider Web will allow you to scan or swipe the physical member card when the member card number option is selected.



Member cards

All members over the age of 16 are issued with a member card. Those who are registered for the *My Southern Cross* mobile app can also access a virtual member card.

Finding a member's policy



If the details given are invalid, Provider Web will let you know and give you the option to modify your search criteria.

Member search results

Policy number: 26565656 **Service date:** 11 Jun 2016 [Modify search](#)

We are unable to locate an exact match using the details provided, please try again or ask the member to contact Southern Cross on 0800 800 181.

Otherwise, all members on the matching policy will be shown as below – locate your patient in the list and click 'Select member'.

Member search results

Policy number: 123456 **Service date:** 27 Feb 2015 [Modify search](#)

First name	Last name	Date of Birth	Age	Address	Action
Arthur	Aardvark	10 Mar 1956	58	123 Member Street, Auckland Central, Auckland 1010	Select member
Mary	Aardvark	07 May 1959	55	123 Member Street, Auckland Central, Auckland 1010	Select member
Anthony	Aardvark	23 Oct 1991	24	123 Member Street, Auckland Central, Auckland 1010	Select member

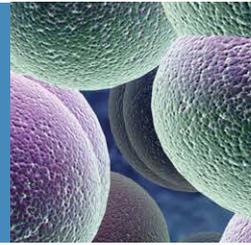


Searching by name and DOB?

These must match the policy exactly for a result to be returned. If the member is known by other names or their birth date has been recorded differently in our system you may not be able to locate them.

Ask the member to call **0800 800 181** to get their policy number or refer them to their **My Southern Cross** application.

Entering service details



After selecting the member, you'll be directed to the Approval Request screen. This is where you will enter the details of the service(s) to be approved.

The screenshot shows a web form titled "Approval Request for Mr Arthur Aardvark" with a "(Hide Details...)" link. The form is divided into several sections:

- Policy Information:** Policy Number: 123456, Policy Plan: UltraCare 400, Policy Holder Name: Mr Arthur Aardvark.
- Patient Details:** Patient Name: Mr Arthur Aardvark, Gender: Male, Active Member: (checked), Date Of Birth: 10/03/1956, Address Line 1: 123 Member Street, Address Line 2: Auckland Central, City: Auckland.
- Eligibility:** Does service meet Eligibility Criteria: [Please select an option], ACC: [Please select an ACC option], Request Priority: Normal.
- Service Details:** Service Date: 27/02/2015, Provider / Surgeon: [Please select a provider], Location: Test Service Provider C, Service: [Please select a service].
- Comments:** A text area for entering notes.
- Buttons:** "Add" (highlighted with a red arrow), "Submit", and "Cancel".

Application notice

Please apply for approval within 60 days in advance of treatment

Complete all the fields using the drop down lists, then click 'Add'.

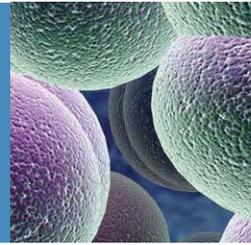
Only providers, locations and services that are contracted are available to select.

- ✓ If you need to add another service, just amend the drop down lists accordingly then click 'Add' again.
- ✓ You can add multiple services within one approval for the same day and member if appropriate.

If you exceed the maximum number of services you'll need to submit these in a separate approval request.

When you're ready to send the request to Southern Cross, click 'Submit'.

Approval definitions



Approval Request for Mr Arthur Aardvark (Hide Details...)

Policy Number: 123456
Policy Plan: UltraCare 400
Policy Holder Name: Mr Arthur Aardvark

Patient Details
Patient Name: Mr Arthur Aardvark
Gender: Male
Active Member:
Date Of Birth: 10/03/1956
Address Line 1: 123 Member Street
Address Line 2: Auckland Central
City: Auckland

Does service meet Eligibility Criteria: [Please select an option]

ACC: [Please select an ACC option]

Request Priority: Normal

Service Details
Service Date: 27/02/2015
Provider / Surgeon: [Please select a provider]
Location: Test Service Provider C
Service: [Please select a service]

Comments:

Eligibility Criteria

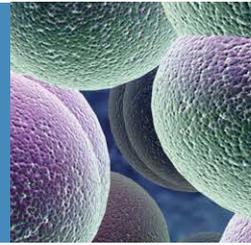
Please confirm the member meets the appropriate criteria, click here for more details: [Eligibility Criteria](#)



ACC

- ACC work-related gradual process, disease or infection (WRGPDI) claim pending:
The treatment relates to a possible work-related gradual process injury and a claim for cover has been (or will be) lodged with ACC, but ACC has not yet made a decision.
- ACC Accidental injury claim pending:
The treatment relates to an accidental injury and a claim for cover has been (or will be) lodged with ACC, but ACC has not yet made a decision.
- ACC treatment injury (TI) claim pending:
The treatment relates to a possible treatment injury and a claim for cover has been (or will be) lodged with ACC, but ACC has not yet made a decision.

Approval definitions



Approval Request for Mr Arthur Aardvark (Hide Details...)

Policy Number: 123456
Policy Plan: UltraCare 400
Policy Holder Name: Mr Arthur Aardvark

Patient Details
Patient Name: Mr Arthur Aardvark
Gender: Male
Active Member:
Date Of Birth: 10/03/1956
Address Line 1: 123 Member Street
Address Line 2: Auckland Central
City: Auckland

Does service meet Eligibility Criteria: [Please select an option]

ACC: [Please select an ACC option]

Request Priority: Normal

Service Details
Service Date: 27/02/2015

Provider / Surgeon: [Please select a provider]

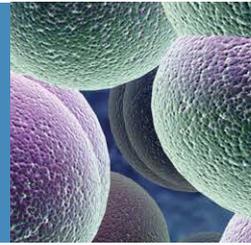
Location: Test Service Provider C

Service: [Please select a service]

Comments:

- **Not accident, treatment injury or WRGPDI:**
The treatment does not relate to a personal injury (accidental, treatment, or work-related gradual process) that is covered, or for which there is a reasonable expectation of cover, by ACC.
- **ACC claim approved. ACC decision regarding funding of treatment pending:**
The treatment relates to an ACC-covered accidental, treatment or work-related gradual process injury claim and treatment funding has been requested from ACC, but ACC has not yet made a decision.
- **ACC claim declined**
The treatment relates to a personal injury, but ACC has issued a written decision declining the patient's ACC claim for cover or treatment funding application for a personal injury.
- **ACC Surcharge (only use if you have surcharges contracted)**
The patient has an accepted ACC claim and ACC only pays up to regulated rates.

Approval definitions



Approval Request for Mr Arthur Aardvark (Hide Details...)

Policy Number: 123456
Policy Plan: UltraCare 400
Policy Holder Name: Mr Arthur Aardvark

Patient Details
Patient Name: Mr Arthur Aardvark
Gender: Male
Active Member:
Date Of Birth: 10/03/1956
Address Line 1: 123 Member Street
Address Line 2: Auckland Central
City: Auckland

Does service meet Eligibility Criteria: [Please select an option]

ACC: [Please select an ACC option]

Request Priority: Normal

Service Details
Service Date: 27/02/2015

Provider / Surgeon: [Please select a provider]

Location: Test Service Provider C

Service: [Please select a service]

Comments:



Request Priority

Normal: Your request will be viewed within 24 hours

Urgent: Your request will be viewed within 3 hours.



Service Date

Select the date the procedure is to take place



Provider / Surgeon

The available Providers within your contract



Location

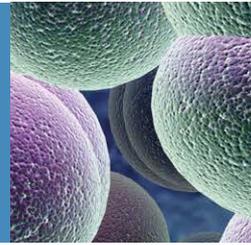
The physical address where the procedure is taking place



Service

The procedure name

Checking if the member is covered



After submitting your approval request, you can click on the 'Approval Tracking' tab to view the result. The Approval Tracking screen shows the status of all applications that you have submitted.

From this page you can view the application details:

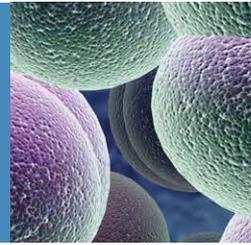
Edit the application details  Cancel the application  Request payment 

Approval Tracking										Show Filter Criteria... 
+/-	Application No.	Patient Name	Status	Priority	Service	Provider	Location	Service Date	Submitted Date	Estimated Shortfall
   	18319413	Hngq Skrc	Approved	Normal	AP0933			22/02/21	12/02/21	\$0.00
   	18321039	Kwzdx Bcfvr	Approved	Normal	AP0936			22/02/21	12/02/21	\$0.00
   	18321053	Zwch Kynl Lzrpf	Approved	Normal	AP0936			22/02/21	12/02/21	\$0.00
   	18321064	Nydcvz Yczd	Approved	Normal	AP0935			22/02/21	12/02/21	\$0.00
   	18321068	Mbjspz Jtswvykdq	Approved	Normal	AP0936			22/02/21	12/02/21	\$0.00
   	18321769	Kwtnyb Nrtchjfdk	Approved	Normal	AP0933			22/02/21	12/02/21	\$41.60
   	18321844	Yzlpfr Rwpmln	Approved	Normal	AP0936			22/02/21	12/02/21	\$0.00
   	18337505	Jytwz Znjkl	Approved	Normal	AP0936			22/02/21	18/02/21	\$0.00

View additional information

Click on the + icon next to each approval to see additional information about it - for example, a breakdown of the member's shortfall for each service.

Requesting payment



Once the service has been provided, you can request payment by clicking on the **green dollar symbol**  to the left of the approval in the Approval Tracking screen.

Approval Tracking

+/-	Application No.	Patient Name	Status
     	13557727	Terrence	Approved
     	13553011	Raymond	Approved
     	13554420	Ngairé	Approved

You can enter an invoice or reference number against each claim – this will appear on the Remittance Advice to help you reconcile payments to your bank account.

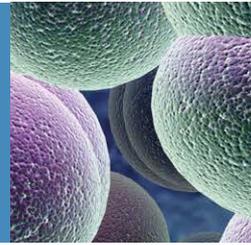
Payment request for Mr Arthur Aardvark (Show Details...)

Application Number:	13855199
Priority:	Normal
Date of Service:	25/02/2015
Shortfall:	\$0.00
Amount Payable:	\$4,175.00

Service (Provider, Location)	Qty.
7123 - Affiliated Provider Test Service	1

Component	Payee	Invoice #
Surgical	Test Service Provider C	<input type="text"/>

Tracking payments



Payments for claims submitted before 6pm each day will be made that night (except Sundays) and a Remittance Advice will be sent to your nominated email or postal address.

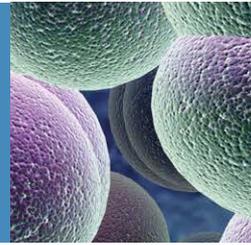
You can track the status of your payments using the Claim Tracking screen. To display more information about the payment, just click the + sign to the left of the claim in the list.

Note: Claims will normally be paid within 24 hours of the payment request being made, unless it's being held for further information or assessment.

Claim Tracking Default Filter (Show Filter Criteria...) ▾

+/-	Application No.	Claim No.	Patient Name	Claim Status	Service Date	Paid Amount	Total Shortfall
[-]	13545948	10534293	Gloria [REDACTED]	Payment Made	18/02/14	\$4,181.00	\$0.00
	Service 8519	Component Surgical	Provider Provider A	Invoice No INV12345	Side Right	Qty 1	
[+]	13524702	10539073	Mary [REDACTED]	Payment Made	19/02/14	\$4,181.00	\$0.00
[+]	13546598	10539075	John [REDACTED]	Payment Made	19/02/14	\$3,344.80	\$836.20
[+]	13553225	10539076	Alexander [REDACTED]	Payment Made	20/02/14	\$4,181.00	\$0.00
[+]	13548540	10539079	Yash [REDACTED]	Payment Made	19/02/14	\$3,344.80	\$836.20

Maintenance



Depending on your level of access, the **Maintenance tab** will enable further features for the user:

User access only:

- reset passwords
- change the order of which services, providers and locations will display in drop-down lists.

Change your password

Current Or Temporary password * 🔒

New password * 🔒

Confirm new password *

List Ordering

Select user account: TEST USER

Services | Locations | Providers

Unsorted list:

- 7007 - Service H
- 7009 - Service G
- 7010 - Service B
- 7027 - Service A
- 7081 - Service F
- 7073 - Service D
- 7072 - Service E
- 7074 - Service C

Sorted list:

- 7027 - Service A
- 7010 - Service B
- 7074 - Service C
- 7073 - Service D
- 7072 - Service E
- 7051 - Service F
- 7059 - Service G
- 7037 - Service H

Admin access only:

If you have an administrator profile you'll be able to see the additional fields under the **Maintenance tab**.

- reset passwords
- change the order of which services, providers and locations will display in drop-down lists.
- create / update / remove users
- add / remove contracts from users

Add User

Contract Number:

Name:

Action: Add New User Add Existing User

First Name:

Last Name:

Email Address:

Contract Party:

Role: Admin User Provider

Member Search | Approval Tracking | Claim Tracking | Contract Request | Maintenance | Need Help?

Security Questions

Change Password

List Ordering

Contract Rename

Add New User

User Tracking

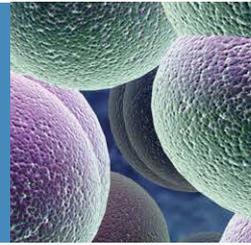
Claim Tracking

No claims found.

Show Filter Criteria...

Administrator

New User



Adding a New user

Before you begin, check with the user if they already have login details for Provider Web under another contract. This will determine whether you select **'Add New User'** or **'Add Existing User'** in Step 3.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > Add User.
3. If the user is new to Provider Web and does not have a log in, click the Add New User button. If they already have a login, click the Add Existing User.
4. Enter the information required.
5. Select the required contract party from the Contract Party field.
6. Tick the role(s) required as below, eg User.
7. Click Submit.

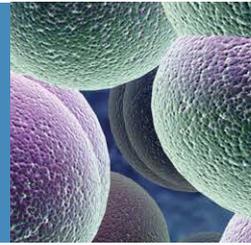
Giving the right access

If adding an existing user - the contract will be linked to their login immediately.
Setting up a new user - login details will be sent within ten minutes to the users email address.

Role	Capability
Admin	<ul style="list-style-type: none">• Create / update / remove users.• Reset passwords.• Add / remove contracts from users.• Can be combined with User level if the user also needs to submit claims /approvals.
User	<ul style="list-style-type: none">• Submit approval requests.• Submit claim requests.
Provider	<ul style="list-style-type: none">• Submit approval requests for one provider only.• Submit claim requests for one provider only.

Administrator

Existing User



Update existing users

From time to time it may be necessary to update the details of your Provider Web users.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > User tracking.
3. Locate the user in the list and click the yellow folder  icon to the left of their name.
4. Update the details required then click Submit.

Resetting a users password

You can reset a user's password at any time by following these steps.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > User Tracking.
3. Locate the user in the list and click the purple  icon to the left of their name.

A temporary password will be delivered within ten minutes to the email address held for that user.

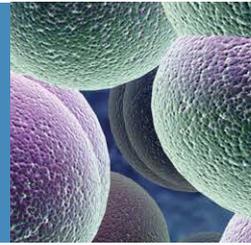
Deleting Users

If there's been a staff change at your practice, it is important to remove users at earliest opportunity to prevent unauthorized use of Provider Web.

1. Log in to Provider Web and select the contract you want to work with.
2. Go to Maintenance > User tracking.
3. Locate the user in the list, and click the red cross  icon to the left of their name.

Note that this will remove the user from that contract only. If you need to remove the user from multiple contracts you need to repeat the above actions on each contract.

Troubleshooting



Unexpected errors

If you receive an 'unexpected error' message, the system may have timed out.

1. Restart your web browser.
2. Begin the application process again.

If you continue to experience issues, contact your relationship manager on 0800 757 838. Please make a note of the steps you took that led to the error.

Planned Provider Web system outages

If there's an outage initiated by Southern Cross, a message will be added to the Provider Web Portal to advise all users of the outage details and possible outage time period. Access to the Provider Web system may be disabled during this time.

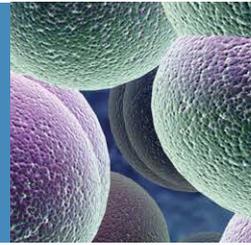
Can't see an approval?

Check filter dates are set correctly and clear any other information.

Other queries or issues related to Provider Web

Please contact your relationship manager for approval application or eligibility-related queries on 0800 757 838.

Support



Provider Web Tutorial

Complete our online provider web tutorial to become more familiar with our provider web system, click here to complete [Provider Web Tutorial](#)



Need more help?

If you need more help, please contact your relationship manager on 0800 757 838 or visit our website for frequently asked questions and answers [Provider Web FAQ's](#)