

Claiming is quick and easy

On the go

Submit claims in a few quick steps with the MySouthernCross app. You can also check annual benefit balances and use the app as a virtual Member card. It's free to download from App Store or Google Play.

Online

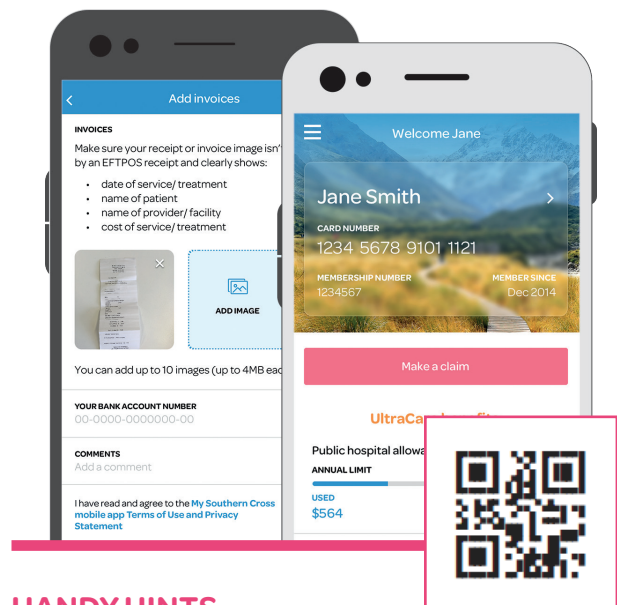
Make claims easily in MySouthernCross. Track your claim's progress and get refunds faster (usually within 5 working days). Visit mysoutherncross.co.nz to get started.

Affiliated Providers

Check if your healthcare provider is a Southern Cross Affiliated Provider* and they will organise prior approval for the healthcare service you need, and claim on your behalf (we'll reimburse the provider directly).**

Easy-Claim

A convenient way to claim for eligible healthcare services at the time of purchase, without completing a claim form. Simply present your Member card (or MySouthernCross app as your virtual Member card) at the counter. See who offers Easy-Claim at healthcarefinder.co.nz.



HANDY HINTS

- Receipts should be itemised and include provider and patient names, details of treatment, date and cost.
- If you need a healthcare service, request a referral to an Affiliated Provider. Find one at healthcarefinder.co.nz

*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.

**Not all services provided by Affiliated Providers are contracted services. For non-contracted services, members will need to pay for the service and claim directly with Southern Cross.