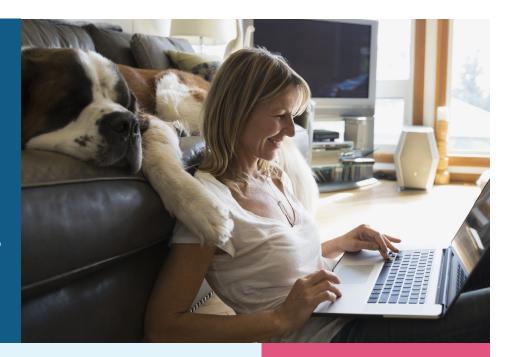# Manage your policy online with My Southern Cross

Designed with members, for members – it's super-fast, easy and secure.

There can be a lot to keep track of when managing your health, especially if you're thinking about your family's health as well.

Your new and improved My Southern Cross is a secure, online service that makes using your health insurance easy. There's also more options and features for non-policyholders to start using.

✔ Make surgical and medical claims easily for faster reimbursement (policyholders only)

✔ Request prior approval for upcoming treatment

✔ View and store your documents

✔ View information about your cover and any pre-existing conditions

✔ Check all your policy benefits, how much you've claimed and when benefits refresh each year

✔ Update your profile, contact details and preferences

✔ Check and update payment details (policyholders only)

Download the popular My Southern Cross app

Claim even faster, view your virtual Member card, check benefit balances, and more.
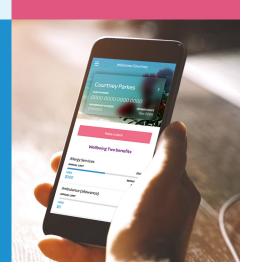
Download on the App Store

GET IT ON Google Play

Setting up is easy

1. To start, go to mysoutherncross.co.nz
2. You'll need:
   – Your Member card number or policy number
   – An email address or phone number that matches our records
3. Click **Register now** and follow the simple on-screen instructions.

Need help?

See the handy FAQs online or call our friendly team on **0800 800 181** from 8am to 6pm, Monday to Friday. See my.southerncross.co.nz

Southern Cross Health Society