

Easier claiming with your Member card

Hill Park Dental is pleased to offer Easy-claim for Southern Cross members.

Southern Cross Health Society Easy-claim (“Easy-claim”) is a convenient way for Southern Cross members to claim for eligible healthcare services at the time of purchase.



How to use Easy-claim

Simply present your Member card at the counter and if your plan covers the treatment and it qualifies, Southern Cross will reimburse the claim directly. All you need to do is pay the provider any contribution you are responsible for. So you don't have to worry about filling out claim forms or waiting for refunds.*

Frequently asked questions about Easy-claim

Why do I need my Member card?

Your Member card holds both your Member card number and your membership number. Easy-claim providers need this information to find your details in the Easy-claim system. If you do not have your card with you, the provider can use your full name and date of birth to find your details. If you have misplaced your Member card, call Southern Cross on 0800 800 181 to request a replacement.

Can I use Easy-claim under my policy?

To understand the benefits you have on your policy, you need to check your policy document. Policy documents are available on the Southern Cross website.

What type of policy am I on?

To find what policy you are on, please check your Membership certificate for details, call Southern Cross on 0800 800 181, or login to My Southern Cross.

How soon will Southern Cross pay my claim?

When your Easy-claim is processed, your receipt will confirm how much Southern Cross will pay. This amount will be paid to the health service provider directly.

If the Easy-claim system isn't available, how do I claim?

Keep your receipts, attach them to a completed claim form and send them to us at: Southern Cross Health Society, Claims, Private Bag 3216, Waikato Mail Centre, Hamilton 3240.

If you have any questions or would like further information on Easy-claim call Southern Cross on 0800 800 181 (Monday to Friday 8am – 6pm).

*Easy-claim terms and conditions

Your Member card is an accepted means of identification to electronically claim for qualifying healthcare products and services at selected health service providers. When you claim electronically for eligible healthcare services for yourself (or anyone else named on the policy) Southern Cross Medical Care Society deems this to be a claim under your policy, and you authorise Southern Cross Medical Care Society to process the claim in accordance with your policy coverage (or the policy coverage for the other person named on the policy) and pay the selected health service provider direct. The policyholder will receive all communications from Southern Cross Medical Care Society in relation to each electronic claim. At any time, you may advise Southern Cross Medical Care Society that you do not wish to electronically claim.