

Southern Cross Pulse Report

Welcome to the inaugural **Southern Cross Pulse Report**: a high level, by-the-numbers, update on Southern Cross businesses over the past six months.

This report covers **1 April to 30 September 2018**.

Should you have any queries, please contact: campbell.gibson@southerncross.co.nz or 09 925 6404

Health Society

870,263 members*

92c paid in claims for every \$1 received in premiums

\$567.1m in total claims, including for:

- **124,897** surgical procedures
- **383,223** GP visits
- **253,361** specialist consults
- **379,296** prescriptions

Top three specialties by cost:

1. Orthopaedic – \$104.7m
2. General Surgery – \$94.8m
3. Imaging & Tests – \$56.6m

Top three highest claims by cost:

1. \$211,978 – spinal fusion
2. \$170,106 – spinal fusion
3. \$169,723 – spinal fusion

Top three most common surgical procedures claimed for:

1. Skin lesion excision (including biopsy and freezing) – 31,779
2. Colonoscopy – 10,718
3. Nasendoscopy (nose and throat) – 4,698

276,529 members registered to **My Southern Cross***

Longest standing membership – **46 years**

Southern Cross Medical Library

An online medical library covering a broad range of health topics and conditions, written in plain English, for consumers.

1.45 million total visits

Top five most visited pages in the medical library:

- Tonsillitis - 111,900
- Costochondritis - 45,800
- Bronchitis - 90,000
- Varicose veins - 44,000
- Strep throat - 89,700

Health Trust

Signed a three-year commitment in July to fund two essential clinical positions at Auckland City Mission's General Practice, the Calder Health Centre. The positions are a General Practice Assistant and a Registered Practice Nurse.

Charitable surgeries funded:

- 14 orthopaedic surgeries
- 5 general surgeries
- 1 gynaecology surgery

Hospitals

14,921 day patients

12,046 inpatients

26,967 total patients

Youngest patient – **3 months**

Oldest patient – **100 years**

12,659 total theatre hours

1,054 surgeons and anaesthetists credentialed*

Pet Insurance

28,447 pets insured* (67% dogs and 33% cats)

12,403 claims received and **\$4.5m** paid in claims

Some example claims:

- A Labrador Retriever ate a blanket. Surgery was required to remove pieces of the blanket. Claim paid: **\$2,500**
- A Beagle ate a fruit cake, which caused renal failure due to raisin toxicity. Claim paid: **\$2,384**

Travel

206,217 New Zealand travellers covered

Some example claims:

- A New Zealand customer was bitten by a snake in the US and taken to hospital, where they were treated with (expensive) anti-venom. Claim paid: **\$272,000**
- An Australian customer was robbed at gunpoint in South America while unloading their luggage from a taxi. The robber then stole the taxi, with the customer's belongings inside. Claim paid: **\$4,717**
- A New Zealand customer required an electric wheelchair in the Pacific after injuring themselves. They subsequently fell into the pool of their resort, along with the wheelchair, which was damaged beyond repair. The customer claimed for personal liability. Claim paid: **\$500**

Southern Cross is a group of businesses focused on the health and wellbeing of New Zealanders

Our range of services, not-for-profit ethos, size and experience enable the best possible value for the million-or-so New Zealanders who interact with us as members, patients and customers each year.

Southern Cross first opened for business in 1961, introducing health insurance to New Zealanders and laying the foundations for one of the country's most enduring, best known and trusted brands.

Southern Cross' founders strongly believed New Zealanders should have on-going access to private healthcare options. Today, Southern Cross is a cornerstone of the non-Government healthcare system, focused on advancing the health and wellbeing of New Zealanders.

- The [Southern Cross Health Society](#) is New Zealand's leading health insurance business with [870,000 members, around 1 in 5 Kiwis](#). Last year it funded more than [\\$900m of health care services](#) including more than 230,000 elective surgeries. It also provides workplace wellness services to many New Zealand businesses.



- [Southern Cross Hospitals](#) is the largest network of private surgical hospitals in the country, last year providing elective surgery, high-end diagnostics and cancer treatment to [78,000 patients at its 20 wholly owned or joint venture hospitals and medical facilities](#) right around the country. That includes insurance-funded, ACC, DHB and self-paying patients. Around [1000 surgeons and anaesthetists](#) are credentialed to practice within our facilities.



- Other Southern Cross businesses provide complementary financial services: [Southern Cross Travel Insurance](#) was established in 1982 primarily to address New Zealanders' apprehensions about the cost of becoming ill or injured while abroad - it now insures [300,000 Kiwis](#) each year. [Southern Cross Pet Insurance](#) funds healthcare for four-legged family members and now insures more than 27,000 cats and dogs. [Southern Cross Life Insurance](#) was launched in 2016.

*Based on Health Funds Association of New Zealand data.

Not-for-profit. For good.

Southern Cross Health Society (the health insurance business) is a not-for-profit Friendly Society. As such, it's distinct from most other New Zealand health insurers.

All money paid to the Society in premiums is used for the benefit of members. Any financial surpluses – after paying claims and overheads - are used to reduce future premiums, enhance benefits or bolster reserves. We have no shareholders; members' money isn't used to pay dividends.

Southern Cross Health Trust (owner of the Hospitals, Travel Insurance and Pet Insurance businesses) is a charitable trust.

Profits from Trust businesses are reinvested back into the Trust for the benefit of all New Zealanders - partnering with other charitable organisations, enhancing facilities, investing in technology, training staff, and ensuring patients receive world-class care.

The [Trust's charitable activities](#) include making its hospitals' facilities, medical supplies and theatre staff available free-of-charge for charitable surgeries; funding a free mobile dental clinic that operates in the upper North Island; and supporting organisations like the New Zealand Dental Association and cancer support group Sweet Louise.