

## Eligibility criteria for eustachian tube balloon dilation

Southern Cross will only reimburse the cost of eustachian tube balloon dilation under a member's policy when criteria **1, 2, 3 and 4** below are met for that member.

1. The patient has experienced 12 months or longer of **three or more** of the following Eustachian tube dysfunction symptoms:
  - ear pain
  - ear pressure
  - tinnitus
  - cracking/popping
  - muffled hearing
  - ears feeling clogged.
2. Confirmation from the specialist that the member has either failed prior initial interventional therapy OR that such treatment is not clinically indicated or contraindicated (prior treatment includes myringoplasty, myringotomy, pressure equalization tube, tympanoplasty, or grommets).
3. The patient has an ETDQ-7 score of three or higher (moderate-severe symptoms).
4. The patient is aged 6 years or older.

Please also ensure you are familiar with all **policy exclusions**, including:

- Acute care
- Congenital conditions
- Cosmetic treatment/procedures
- Health screening
- Treatment of any condition not detrimental to health
- Unapproved healthcare services.

Refer to the relevant policy document for specific conditions and exceptions that apply to these exclusions.