

**Senate Community Affairs Committee**

**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**

**HEALTH PORTFOLIO**

**Additional Estimates 2013 - 2014, 26 February 2014**

**Ref No:** SQ14-000184

**OUTCOME:** 9 - Private Health

**Topic:** Private Health Insurance

**Type of Question:** Written Question on Notice

**Senator:** McLucas Jan

**Question:**

Has there been a rise in complaints to the Private Health Insurance Ombudsman in the last quarter? If so, what percentage was the rise in complaints?

**Answer:**

There was a 25.8 per cent increase in the number of complaints for the March 2014 quarter<sup>1</sup> (883 complaints) when compared to the December 2013 quarter (702 complaints), although the Private Health Insurance Ombudsman notes<sup>2</sup> that complaints are generally higher in the March quarter, when consumers have an increased awareness of private health insurance issues due to premium increase mail outs and media comment about the premium round.

There were 3.4 per cent fewer complaints in the March 2014 quarter<sup>1</sup> when compared to the September 2013 quarter (914 complaints) following changes made to the indexation arrangements of the Government's contribution to the Private Health Insurance rebate.

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<sup>1</sup> The raw figures for the March quarter were available from 31 March 2014 but have not yet been audited by the PHIO for accuracy. As such they are subject to change.

<sup>2</sup> PHIO Quarterly Bulletin 66