

To: Senate Finance and Public Administration Committees

Health Insurance (Dental Services) Bill 2012

1. The reason for participating in the Chronic Dental Scheme is because the majority of aged and infirmed clients from the dental clinic are eligible to participate in the scheme.
2. Medicare provided me with little information about the scheme, conflicting and confusing. E.g. information regarding the item numbering system with extra two digits, the method for processing a claim, this was all before the electronic processing.
3. The information provided to the practice I run by Medicare was very basic.
4. Previous to this scheme I had no exposure to any Medicare Schemes as there were none.
5. I have dealt with the Department of Veterans Affairs constantly in the past, the system is different in the way Medicare is run. Veterans Affairs have a specific Dental area where services are reconised according to the dental profession and not related to the Medical field, these are two different areas and must be dealt with separately.
6. Initially the Medicare Scheme was very confusing. Dental professionals were not prepared for the intended scheme, and were left to deal and learn on their own. The Medicare officers were learning with us and could not be of much help, phone calls were spent dealing with different officers and conflicting confirmation.
7. No, I have never been audited.
8. Yes, my clients have received benefits from my services.
9. I have always complied with the rules of section 10 of the determination.
10. No, I have not been the subject of an audit.
11. My experience to date impacted and influenced my views on participating in future Medicare funded schemes would be additional staff, new computer systems for record maintenance and online claim for services.

I am prepared to continue participating as there is a large need for Chronic Disease Patient.

Paul Fagliarone