

Senate Finance and Public Administration
Committees,

To whom it may concern,

I am sending you a submission to support the upcoming Health Insurance (Dental Services) Bill 2012.

I wish to keep my name and details confidential.

I have participated in the dental scheme for several years. The reason that I participated was to care for many patients who wanted urgent treatment but due to cost restrictions could not afford treatment. This scheme offered that treatment to this part of the community. Even though the paper work and stress of the scheme took a large toll on my working life, I felt that I was helping out people of my community. I know and have seen the benefits of this treatment in the improvement of the dental and general health of my patients.

I have actively taken care of my Veteran Affairs patients for the past 27 years and this system has flowed smoothly and my many patients

have, and are, benefiting from the care that this system allows.

I have treated my patients involved in this Medicare scheme in the professional manner that I treat all my patients, offering the time, quality and treatments that benefit each individual.

The restrictions and paper work imposed by Medicare limit this care and negatively influence me in my participation of future Medicare Schemes.

I have found that the administration requirements and limitations were not explained clearly until very recently. Many were made clearer to participants of the scheme after auditing began and administration infringements penalized for professional care that was done in good faith with best intentions for care of the patients.

Regularly my staff and I liaised with Medicare offices. Often staff at the Medicare offices gave inaccurate and conflicting information for me and my staff to follow. It appears as if there is limited conformity or knowledge of the scheme by Medicare staff and that this caused major discrepancies when completing our paper work and in the treatment of our patients.

Emergency care and changing treatment plans require approval from the patient's Doctor and limit greatly the treatment that is needed actively to be done during a dental visit. This limits professional dental care.

I actively support this Bill as I feel that the current Medicare auditing and penalties are detrimental to the best intentioned professional care offered to patients in this current Medicare Scheme.

Yours faithfully,