

Subject:
Services) Bill 2012

re: Senate enquiry Health Insurance (Dental

9/04/2012

Submission re: the Senate enquiry into the Health Insurance (Dental Services) Bill 2012

My name is David Ayton. I have been a full time practising Dental Prosthetist for the last twenty four years. In this time I have never been before the Dental Board or had a problem with any of the Government Departments or private health funds. When Medicare patients first presented to my clinic I knew very little about the scheme. It is my opinion that Medicare did not sufficiently inform providers of Medicare's expectations and requirements, expectations which in some cases seem to be out of step with Government legislation. For example, Dental Prosthetists do not need a certificate from a dentist to supply a partial denture. It seems Medicare does require this, however despite several phone calls to Medicare I have not been provided with any clarity on this matter. I believe it is incumbent upon Medicare to make very clear its requirements in hard copy to all providers, as do private health funds. This has not occurred. Medicare seems bent on recouping costs, seemingly on the basis of fairly trivial matters, where there was no dissatisfaction with the service provided. Particularly given this scheme has apparently cost more than estimated by government.

On a personal note, I have not been audited and believe I am compliant to the requirements. I was made aware of the requirements by word of mouth and there has been a steep learning curve required. I feel great empathy for the providers innocently caught up in this scheme, who were just trying to do the best for their patients.

Regards,
David Ayton