

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH PORTFOLIO

Budget Estimates 2014 - 2015, 2/3 June 2014

Ref No: SQ14-000433

OUTCOME: 6 - Private Health

Topic: Private Health Insurance Ombudsman

Type of Question: Hansard Page 44, Tuesday 3 June 2014

Senator: McLucas, Jan

Question:

Can you take on notice a breakdown of the types of complaints and the proportion of the total that they represent?

Answer:

Complaints by Issue, 1 December 2013 to 30 April 2014: *

Issues		
Benefit	413	27.7%
Service Issues	250	16.7%
Membership	220	14.7%
Information	237	15.9%
Waiting Period	145	9.7%
Rule Change	27	1.8%
Incentives	70	4.7%
Cost	72	4.8%
Informed Financial Consent	23	1.5%
Contract	10	0.7%
Other	26	1.7%