

**Senate Community Affairs Committee**

**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**

**HEALTH PORTFOLIO**

**Budget Estimates 2015 - 2016, 1 - 2 June 2015**

**Ref No:** SQ15-000436

**OUTCOME:** 6 - Private Health

**Topic:** Private Health Insurance Ombudsman

**Type of Question:** Hansard Page 128, 1 June 2015

**Senator:** McLucas, Jan

**Question:**

Senator McLUCAS: Have you produced a frequently asked questions document or other documentation that can go out to the industry?

Mr Porter: No we have not.

Senator McLUCAS: Have all the insurers been written to, for example?

Mr Porter: I would have to take on notice whether they have been written to. Certainly they are all very aware of it, because I speak with them all on a very regular basis.

Senator McLUCAS: Could you take that on notice to see what has been written to provide people definitive advice about what is happening and when and what they should expect from the merger.

**Answer:**

Industry consultation sessions for private health insurers and peak body representatives were conducted on 23 July 2014 and 14 October 2014. Participants at these consultation sessions were informed and invited to discuss the merging of the Private Health Insurance Ombudsman with the Office of the Commonwealth Ombudsman, among other things.

The Department of Health also meets frequently with individual private health insurers and peak bodies.