

Managing Director



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Ms Lyn Beverley
Secretary
Senate Finance and Public Administration Legislation Committee
Parliament House
CANBERRA ACT 2600

Dear Ms Beverley,

Correction:

I am writing to correct my comments made during the Budget Estimates Hearing of the Senate Finance and Public Administration Legislation Committee, on Thursday, 29 May 2014. The correction is with reference to the final paragraph of my opening comments on page 5.

I would like to correct an error of fact in my comments I made regarding our GP access scheme in Queensland. In my comments I state twice that Medibank covers the cost of the co-payment – this is incorrect. Rather, participating GPs have agreed that they will not charge our members out of pocket expenses for GP consultations provided to our members under the scheme – a crucial difference.

I suggest the paragraph be corrected to reflect this, as per the below:

Finally, the area of GP services. At the last estimates I made a comment on a new program that we were trialling in Brisbane, where Medibank members could contact the fund and we would provide a guaranteed booking for a GP service for them, **with GPs ensuring that there is no out of pocket expense.** That trial went very well. We had a huge response. In my 12 years at Medibank we have tried a lot of new things. This one has really moved the needle off the dial in terms of customer response to the service that was offered. That service now has been rolled out across the whole of Queensland with participating GP practices. As that absorbs into volume, we will monitor and evaluate that program before we take it out nationally. But customers are keen to get assured access to GP services with a guaranteed 24 hour booking, and also **not to have to pay an out of pocket expense.** That service has been well received.

Please note this is consistent with how I explained the program to the Committee at the Additional Estimates hearing on Tuesday 25 February, reference page 3.

I thank you for your assistance in this matter. Should you require further information please do not hesitate to contact me.

Yours sincerely,

George Savvides
Managing Director