

Senate Finance and Public Administration Legislation Committee
ANSWERS TO QUESTIONS ON NOTICE
ADDITIONAL BUDGET ESTIMATES 2011-2012

Finance and Deregulation Portfolio

Department/Agency: Medibank

Outcome/Program: General

Topic: Customer feedback on Government policy changes

Senator: Cormann

Question reference number: F36

Type of question: Hansard F&PA Page 11, 14 February 2012

Date set by the committee for the return of answer: Friday, 30 March 2012

Number of pages: 1

Question:

Mr Savvides: Yes, and our health nurse call triage centre takes another two million. So it is a busy environment. We track member sentiment because we want to know how we are performing on service quality and product experience and we have new products going out there in My Health and Simplify, so we want to know what customers are thinking and experiencing as they receive those products, whether we have got some of the messages wrong and we need to clarify. We do gather that. I do not have an analysis that I have seen recently that has concerns around government policy changes associated with our products.

Senator CORMANN: Would you mind taking that on notice and sharing that with us to the extent that you can?

Mr Savvides: It is the competitive piece that I am concerned about, but I will take that on notice and have a look at what it is that we do have. As you know, this is a moving conversation.

Answer:

Medibank has not commissioned or completed any specific research obtaining customer views towards the Governments proposal to means test the private health insurance rebate. From Monday 13 February we have been tracking call traffic relating to the rebate changes. We have received approximately 10,000 enquiries where the customer has referred to the changes to the rebate, but generally this is a secondary enquiry, not the primary reason for calling Medibank.

Visitations to the web pages set up to provide information on the changes to the rebate have totalled 2411 since the Fairer Private Health Insurance Incentives Bill 2012 was passed.

We have received 5 email enquiries via our Online Member Services website requesting further information however these did not express a view on the policy as such.

We have received no written enquires.