

Member of the public 1

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Problems with private healthcare market

Dear Sirs

I appreciate you are passed the input stage but I have just had a problem which (if replicated in any volume across the industry) could account for some of the annual premium increases I and many others face.

My private health care insurer pay some of the healthcare costs and I pay some as well - we share the burden. I had a claim at the end of 2012 and bills were paid shortly afterwards. Last week (8 or 9 months later) I received notification that the insurer had received another bill for a procedure and that they and I had to pay a further amount to the medic in question.

I reviewed my records and saw that this person had already been paid at the end of 2012 (although a slightly different amount) and advised the insurer accordingly.

They checked their records and confirmed I was right. Their automated system did not pick up the double billing because the amounts were slightly different although the payee was the same. The medic said it was an 'error'.

Three issues - Automated systems that are flawed. Medical professionals double billing. Inconsistent pricing by the medics.

Maybe you have come across this before.

Appreciate confirmation that you have considered this for your report.