



SYNSTRAT

14 November 2016

Many Ditching Private Health Cover

A report in The Age of 14 November 2016 indicated that satisfaction with private health insurers has declined to 2013 levels. A survey shows that more than 10 percent of Australians plan to leave their fund in the next twelve months, and are shopping around! Roy Morgan's Single Source survey of more than 50,000 Australians found that nearly all major health insurance providers had shown declining customer satisfaction. Overall, satisfaction has fallen to 70.4 percent, down from 76.3 percent in the previous year. The satisfaction level of the five biggest health insurance funds have all fallen. Medicare Private sits at 70.1 percent; NIB 70.9 percent; BUPA 73.6 percent; HCF 74.3 percent and HBF at 80.2 percent. Not good!

Medibank Private's Record

Medibank Private has been responsible for 61 percent of the complaints to the health Ombudsman in the September quarter.

According to Roy Morgan Research, the overall trend for the PHI industry is in decline.

Health Funds Profit

APRA's data indicates that the after tax surplus in the industry, rose from \$1.13 billion to \$1.25 billion with Medibank \$433 million and BUPA \$353 million as the most profitable.

This hasn't stopped the health funds whinging in the lead up the next annual cycle of the Health Minister considering their applications to put up premiums.

The industry spokesperson Rachel Davis of industry body Private Healthcare Australia, described the industry as being "in good shape." She would say that, wouldn't she?

Actions By Dentists

Dentists continue to be deeply concerned about the predations of health funds in respect of extras coverage and of coercion of dentists to become preferred providers and to restrict treatment options for patients.

The Only Solution

The only solution which will have a significant impact in respect of the massive rake-off of 22 cents per dollar of premiums for extras cover by the major funds previously identified by the ADA is for dentists throughout Australia to advise patients to cut out extras cover, particularly if they belong to one of the big five funds i.e. cancel extras cover by Medibank (including AHM), BUPA, NIB, HCF and HBF.

If patients really want to continue with extras cover, then have them transfer to one of the small mutual funds which are more cost effective for patients and who are less restrictive on treatment options.

For more on this go to “dental patients exploited by large health insurance funds” at Synstrat’s website: http://www.synstrat.com.au/dentistry_publications

Regards to all dentists

Graham Middleton

SYNSTRAT SERVICES

Synstrat provides Accounting, Financial Services, Business Advice, Financial Advice and practice valuation services to Dentists.

Contact Graham Middleton or if I am immediately unavailable, Jenny O'Brien on (03) 98437777 who will arrange a time to discuss. We will then contact you to discuss your needs. Obviously if significant services are involved, then charges will apply. These include fees for consultations with Graham Middleton once the need is defined.

We are happy to discuss our charges on contact.