

Senate Standing Committee on Community Affairs

BUDGET ESTIMATES - 2 JUNE 2011 ANSWER TO QUESTION ON NOTICE

Human Services Portfolio

Topic: Professional Services Reviews

Question reference number: HSW 11

Senator: Back

Type of question: Written

Date set by the committee for the return of answer: 22 July 2011

Number of pages: 1

Question:

Allegations have been raised with me of instances where doctors, other health professionals and practices appear to have been singled out by Medicare.

- a) Has Medicare received any complaints of this nature?
- b) How does it deal with them?

Answer:

- a) Medicare Australia has received complaints of this nature from time to time. Medicare Australia addresses all concerns raised by health professionals who are the subject of a review under the Practitioner Review Program.
- b) Medicare Australia has a Compliance Complaints and Internal Review Section, whose role it is to manage complaints arising from reviews and to undertake independent internal reviews of initial decisions.

Where the Compliance Complaints and Internal Review Section receives a request for internal review, a review officer is assigned to assess the matter and provide a recommendation to the delegate, with the assistance of a Medical Adviser. The delegate then makes a decision, after which the health professional is advised of the outcome of the review in writing.