

Senate Community Affairs Legislation Committee

BUDGET ESTIMATES – 1 JUNE 2017 ANSWER TO QUESTION ON NOTICE

Department of Human Services

Topic: Medicare Claims Processing

Question reference number: HS 46 (SQ17-000127)

Senator: Watt

Type of question: Written

Date set by the committee for the return of answer: 21 July 2017

Number of pages: 1

Question:

- a) Between August 2016 and now have any private companies been involved in sorting or scanning Medicare patient claims?
- b) What is the role in this of an ACT based company called Lead?
- c) What is the cost to the Department of this outsourcing?
- d) Have any documents/patient claims been lost or inadvertently mixed with other claims by private companies and if so how many?
- e) How is a patients privacy and identity security protected by the Department in this process? What measures are in place in the Department and in the contractor to ensure this?

Answer:

- a) Since August 2016, one private disability employment service, LEAD Employment Australia, has been involved in sorting and scanning Medicare patient claims.
- b) The role of the ACT based company called LEAD Employment Australia is to open and sort mail for the Department. This role is not limited to Medicare mail.
- c) As outlined on *AusTender*, the value of the contract will not exceed \$1,000,000 (including GST).
- d) No documents or patient claims have been lost or inadvertently mixed with other claims by LEAD Employment Australia.
- e) The current contract between the Department and LEAD Employment Australia contains standard requirements regarding the transportation and security of customer mail, that comply with the *Privacy Act 1988*, including regular security checks of all premises. This ensures that patients' privacy and identity are secure and protected by the Department at all times.