

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance & Administration Portfolio

Department of Human Services

Additional Estimates 2004-05, 15 February 2005

Question: HS3

Outcome #, Output #

Topic: CONSUMER DIRECTORY PROJECT

Hansard Page: F&PA 121, 15/2/05

Senator McLucas asked:

Given the time, I wonder if you could provide on notice for the committee the list of the extra fields that are generated under the consumer directory. Also provide the cost of the project, the expected completion date and how much has been spent to this point in time.

Answer:

- The new Consumer Directory allows the Health Insurance Commission (HIC) to easily expand the data captured and initially the additional data will include:
 - Date of Death and Notification source;
 - Address information for individual consumers rather than just for the card;
 - Ability to capture both residential and mailing address;
 - Ability to capture and search on previous or other names consumers are known by;
 - Capture of Evidence of Identity and Eligibility Document references;
 - Additional contact details for consumers (phone number, email address , etc);
 - Only Name Indicator;
 - Multiple birth indicator;
 - Date of Birth Accuracy (indicates where estimated Date of Birth used);
 - Power of Attorney data fields;
 - Unlimited comment fields at the consumer, group and card levels;
 - Increased capacity for name recording, including middle name;
 - Recording of detailed history of enrolment changes; and
 - Moving towards recording specific dates for individual consumer eligibility (currently dates the same for all card members).
- The Australian National Audit Office (ANAO) recently noted that the HIC had carefully planned its data migration and that the new database is well documented. The ANAO considers that the Consumer Directory will provide better control over the recording and management of Medicare enrolment information than the old system. The total cost of the project since 2001-02 over four years will be \$14.43 million. To date the HIC has spent \$14.06 million.
- The rollout of the Consumer Directory Maintenance System Intranet application (which is replacing the existing 20 year old mainframe application) has already commenced with the expectation that the project will be completed by 30 June

