

Senate Finance and Public Administration Legislation Committee

ANSWERS TO QUESTIONS ON NOTICE

Finance and Administration Portfolio

Department of Human Services and agencies

Additional Estimates 2005-2006, 14 February 2006

Question: HS7

Outcome 1, Output

Topic: Medicare Australia Online Claiming - rejected claims

Hansard Page/Written Question on Notice: F&PA 119

SENATOR BROWN asked on 14/2/2006:

1. With the personal identification criteria, if an applicant for a Medicare smartcard needs to supply a birth certificate, can Medicare Australia contact the relevant state or territory registry office and obtain a birth certificate, or does the customer have to pay if they do not have one?
2. So it is not something that is a matter of course.
3. Have you looked at Medicare Australia perhaps requesting the information from the registry offices?

Answer:

1. A person 15 years or older in Tasmania who wishes to register for a Medicare Smartcard is required to establish their identity. To achieve this, they are required to provide one primary document such as a birth certificate, passport or travel documents and two secondary documents. The applicant has to meet any cost associated with obtaining documentation.
2. No. Medicare Australia has established a model where customers can establish their identity using a range of documentation.
3. Given the limited and voluntary nature of the Medicare Smartcard trial it was not considered cost effective to establish a model for directly assessing information from state and territory registry offices.

This answer required 3 hours at a cost of \$150.00 to prepare.