

Stan & Christine Mead

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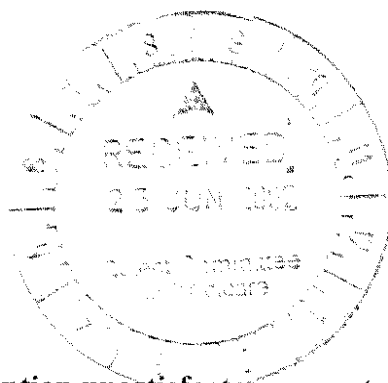
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19 June, 2003

The Secretary
Select Committee on Medicare
Suite 1.30 Parliament House
CANBERRA ACT 2600



Dear Sirs,

I wish to bring to your attention unsatisfactory aspects in relation to payment of refunds by Medicare.

If an account from the Medical provider is paid in cash the patient has the option of receiving a refund over the counter at Medicare or leaving the paid account with Medicare and receiving a cheque in the mail or a deposit to a selected bank account within about ten working days.

If, however, the account is for a large amount and it is left with Medicare to provide a cheque payable to the Medical Provider Medicare take at least four weeks to provide the refund. This can, in some circumstances, result in the loss of a 'discount for quick payment' allowed by the medical provider to encourage prompt payments. This can be several hundred dollars.

I consider that if Medicare are able to issue 'over the counter' refunds for immediate payment of accounts then a wait of at least four weeks for cheques payable to a Medical Provider is unacceptable.

Yours faithfully,

A handwritten signature in cursive script that reads "Stan Mead".

Stan Mead