On Friday, 9 November 2018, 1:58:03 pm AEDT, [redacted] wrote:

Good morning Monte

Many thanks for your query.

The short answer to your question is that there are no circumstances in which it would be appropriate for a provider to charge an item (any item) to a private health insurer [redacted]

To do so intentionally would be obtaining monies by way of fraud.

[redacted] That may include the provider being deregistered. [redacted]

Whilst all of these actions are not documented into one consistent document, they are recognised across the health insurance industry and we all regularly liaise to discuss trends of concerns. We also all conduct analysis looking for the behaviour that you refer to.

I hope this assists but by all means let me know if you have any further queries or if you have specific concerns to raise.

Regards

[redacted]
Head of Business Integrity