

MEDIA RELEASE:

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Australia's health insurers working to support members amid COVID-19

Members Health CEO Matthew Koce said all 27 Members Health funds are working to make sure their members' and the community's needs are being met amid the COVID-19 pandemic.

Mr Koce urged individuals and families who have private health insurance and who are facing hardship as a result of the COVID-19 crisis to contact their fund to discuss their policy options.

"If you are a health fund member and have been impacted by job loss or underemployment because of COVID 19, you could be eligible for temporary premium waivers, discounts or other supports," said Mr Koce.

"These are extremely challenging and uncertain times for all Australians, and health insurers play an important role in the country's world-leading health system. They are doing all they can to support their members."

With social distancing in full effect and the public's movement restricted, health funds have also started introducing alternative delivery of services, such as teleconsultations with psychologists. Members Health funds are working to provide coverage for teleconsultations with psychologists, with work on other clinical areas also well underway.

"Telehealth consultations with health practitioners have proven to work extremely well as a substitute to face-to-face. While COVID-19 has brought much of the world to a standstill, health funds are committed to ensuring members still have access to services and treatment."

Health funds are working with electronic claiming systems (in particular, HICAPS) to ensure fast payment of benefits via telehealth services.

"At a time of particular stress and disruption, it is extremely important that Australians continue to have access to mental health services. Australia's health funds are committed to ensuring minimal disruption to their services and benefits wherever possible.

"Health funds are also working to initiate telehealth services with other service provider groups and expect to have more announcements shortly."

Members Health is the peak industry body for an alliance of 27 health funds that are not-for-profit or part of a not-for-profit group, member owned, regional and community based. They all share the common ethic of putting their members' health before profit. Our funds represent the interests of more than 3 million Australians.

Media Queries

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Putting members' health before profit